

## POSITION DESCRIPTION

<b>Position</b>	Applications Support Officer
<b>Reports to</b>	Business & Systems Analyst - Information Management (Corporate Services)
<b>Direct Reports</b>	None
<b>Status</b>	Full time
<b>Location</b>	Based in Preston & Chirnside, work from Regional Offices & Home as Required

## BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) operates within the context that Aboriginal children continue to be significantly over-represented in the protection and care system within Victoria. VACCA considers that it has the responsibility and the opportunity to promote, advocate for and achieve positive changes in the lives of Aboriginal children, their families and the broader Aboriginal community.

VACCA's objectives include the preservation, strengthening and protection of the cultural and spiritual identity of Aboriginal children and to provide culturally appropriate and quality services which are responsive to the needs of the Aboriginal community.

## OUR VISION

Aboriginal self-determination - Live, Experience and Be.

## OUR PURPOSE

Supporting culturally strong, safe, and thriving Aboriginal communities.

## PROGRAM AREA

This role is based in the Information Management which is part of corporate services.

The Corporate Services team supports VACCA staff working out of 27 sites and is specifically responsible for:

- Financial Management
- Human resources management including payroll and OH&S
- Information Technology management
- Information Management
- Asset Management, including Fleet Management
- Risk Management and Governance
- Organisation Development

The area is led by a Director, Corporate Services and a team of specialist managers including the:

- Finance Manager
- HR Manager
- IT Manager
- Information Manager
- Asset Manager and
- Organisational Development Manager

## POSITION SUMMARY

The Application Support Officer is responsible for managing all support requests that come through to the Information Management Team.

You will be responsible for answering any level 1 and 2 support requests and escalating where appropriate.

Knowledge sharing with the business through support, training materials, training sessions.

Learning new applications as they are delivered through the department. Creating and managing Teams and security within them.

Troubleshooting issues relating to Microsoft 365 functionality and configuration.

Assisting with the roll out of new Power Apps and Power automate functionality.

## RELATIONSHIPS

*Internal:* Senior Document Controller, Corporate Services, Deadly Champions, VACCA Staff

*External:* Managed Service Providers, Third Part Application Support Consultants.

## KEY SELECTION CRITERIA

- Commitment to VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Good basic understanding of Microsoft 365 applications (Including Teams, Document Management, SharePoint)
- High level of written and verbal communication.
- Ability and willingness to adapt and learn new applications as required.
- Ability to work autonomously or as part of a team.
- Attention to detail
- Excellent time management skills and commitment to high quality customer service.

## POSITION ACCOUNTABILITIES

The Application Support Officer will be responsible and accountable for:

- Responding to support requests in a timely manner

- Escalating support tickets to relevant team members
- Identifying business training needs based on service requests
- Organising Webinars and SharePoint Content to support the business
- Managing Security Requests for 365
- Learning new company applications as they are delivered

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of HR policies, systems, and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

## OTHER

- Commitment to VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.

## ADDITIONAL INFORMATION

VACCA is a child safe and equal opportunity employer. All employees are required to undergo a National Police Records Check, a Working with Children Check and comply with the Code of Conduct policy.

VACCA has a smoke-free workplace policy.