University of Wollongong

POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title:	Applications Support Analyst	Level:	6/7
Faculty/Division:	ITS	Department:	Application Services

Primary purpose of the position:

The Applications Support Analyst is a member of the Applications Support team, whose role is to administer and maintain the University's core business applications (including Human Resources, Financial, Student and Facilities systems) in consultation with business owners, application suppliers and ITS technical support staff.

Position Environment:

Information Technology Services (ITS) is the central provider of IT Services for the University, with a broad strategic mandate to provide IT infrastructure and services, in line with best industry practice, to ensure the competitiveness of the University.

The Applications Support team provides ongoing support for the University's core server-based and hosted applications. Increasingly the University depends on a number of major applications to allow it to continue its day to day business. This unit ensures these applications maintain a high level of availability and are appropriately upgraded and integrated with other applications.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	Administer, monitor and maintain the University's core business applications	Stable, effective business applications	40%	
2.	Consult and advise application vendors and business owners about incidents, changes and future directions	Effective applications, achieving goals of business owners	30%	
3.	Establish and monitor application change	Minimise the risks associated with changes.	25%	

4.	Engage in continuing personal professional development. Seek new technologies and techniques for improving application support	Maintain skill levels appropriately	5%	
5.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
6.	Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Applications Support Manager
The position supervises the following positions:	n/a
Other Key Contacts:	Application business owners and liaison officers

Key Relationships:

Contact/Organisation:	**Purpose & Frequency of contact**
ITS Systems & Database Teams	Operational issues (daily)
Application Business Owners	Operational and planning matters (daily)
Software vendors & maintenance suppliers	Incident support, planning, knowledge (weekly/monthly)

Key Challenges:

1. Managing multiple activities and change
2. Managing customer expectations
3. Managing relationships with customers and vendors

SELECTION CRITERIA - Knowledge & Skills:

Essential:
- Substantial experience in the administration of third party applications for a large organisation
- Ability to use and apply project management techniques.
- Ability to identify and use quality assurance techniques.
- Extensive knowledge of incident, problem and change management practices
- Strong interpersonal communication and documentation skills.
- Highly developed problem solving and problem management skills

- Understanding of Oracle Databases and PL/SQL

Desirable:
- ITIL Certification
- Understanding of HTML, XML, Java/Javascript, Shell Scripts

SELECTION CRITERIA - Education & Experience:

Essential:
- Degree qualifications in relevant discipline with extensive experience, or an equivalent level of work experience and training
- Substantial experience in analysing the requirements of the customer and converting those needs into specifications
- Experience with Windows and Solaris environments
- Proven experience in the delivery of quality customer service to a diverse client environment
- Ability to share knowledge and provide assistance and support to team members

Personal Attributes:

Essential:
- A comprehensive understanding of and the ability to effectively apply customer focus techniques.
- Ability to work in a team
- Ability to work independently with minimal supervision
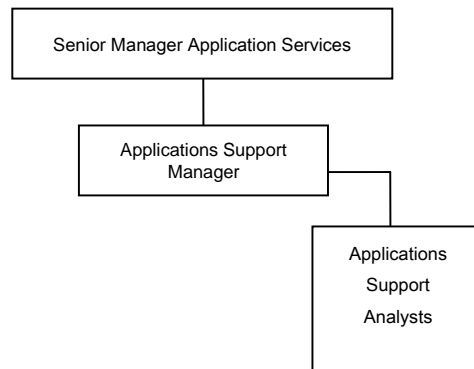- Ability to meet deadlines

Special Job Requirements:

Essential:
- Flexible working hours, with occasional work outside business hours
- Agreement to sign ITS Confidentiality Agreement
- Acceptance of, and adherence to, the ITS Customer Service Charter, ITS Dress Code

Organisational Chart:

Information Technology Services

```
┌─────────────────────────────────────┐
│  Senior Manager Application Services │
└─────────────────────────────────────┘
                  │
          ┌───────────────────┐
          │ Applications Support │
          │     Manager          │
          └───────────────────┘
                       │
                ┌──────────────┐
                │ Applications │
                │   Support    │
                │   Analysts   │
                └──────────────┘
```

.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Personnel: _____

Date: _____