

Position Description

Title	Application Technology Team Lead
Business Unit	Information Communication Technology Performance and Integration
Location	130 Lonsdale Street, Melbourne
Employment type	Full Time Ongoing
Reports to	Application Technology Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Application Technology Team Lead will support the Application Technology Manager in delivering the elements of the Operating Model as defined by Executive leadership team (ELT). The role of the Application Technology Team Lead within this team will be to streamline and ensure applications meet broad business strategy and operational needs. To lead and provide high quality operational and technical application and systems support to support business functions. Owner of the problem and incident management processes, minimising the adverse impact of incidents and problems on the business and preventing reoccurrence of incidents.

This is position will work closely with the Application Technology Manager to ensure that there is appropriate and relevant technology strategies, planning, implementation and operations to meet the service needs of the staff, sites and divisions across Uniting. Ensuring that there is recognition of the role of innovation, best practice and quality in concert with a high level of security and resilience to deliver effective Information Communication Technology (ICT) application technology. The role is expected to ensure that all the application delivery environment that underpins the Uniting client service delivery is focused to improve staff productivity and benefit Uniting consumers.

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Application Technology Team Lead

2. Scope

Budget: nil

People: Application Support Engineer, Application Support Analyst

3. Relationships

Internal

- Senior Managers – Information and Communications Technology
- Infrastructure and Supporting Teams
- Application Owners
- Business Users and Subject Matter Experts
- People and Culture/Training and Development

External

- Customers
 - Software Vendors (where applicable)
 - Consultants (where applicable)
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4. Key responsibility areas

Service delivery

- Develop and maintain the application technologies delivery environment sufficient to meet the needs of a digital organisation.
- Develop and maintain a diverse portfolio of applications across the organization
- Day to day support of technology that underpins Applications across Uniting
- Lead and prioritise the Application support team's workload
- Develop structured and efficient deployment, administration and operational procedures for applications
- Ensure application performance with qualitative/quantitative analysis and reporting
- Interact with internal teams and external 3rd party vendors to trouble shoot and resolve complex problems
- Lead the relative vendor, suppliers and contractor relationships to ensure service levels are met
- Effectively lead, coordinate, and deliver assigned projects
- Assist with input into application management strategies to consolidate, reduce risk and associated costs.
- Collaborating with Business Analysts, Project Leads and broader IT team to resolve issues and ensuring solutions are viable and consistent
- Liaise with internal and external PMO, Governance and Consultancy bodies – under the guidance of the Application Technology Manager

ICT functions

- Effective application operations management
- Effective application portfolio management
- Risk mitigation planning

Working with the organisation

- Work collaboratively with other ICT managers to deliver transformational change that embeds new capabilities and a multi-year roadmap into the Application delivery operations to achieve tangible business benefits across the organisation
- Minimise business risk and ensure regulatory compliance for Uniting through the effective control of operational risks and the risk and compliance management framework.

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Quality and risk

- To ensure the principles of Quality and Customer Value are adhered to and represented in all areas of activity
- To ensure relevant risk criteria and measures are addressed as appropriate
- To support the work of the Application Technology team in relation to Customer Value, Risk and Quality.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

Performance Indicators will be identified in collaboration with the role holder and also the CIO as part of the wider ICT planning process. These will follow the mission and ethos of the organization and also address key deliverables under Uniting Guiding Principles and also align to the outcomes of the Operating Model.

6. Person specification

Qualifications & Experience

- Tertiary qualification in an Information Technology field or related industry experience
- Experience leading technical support teams, with hands-on application support lead/manager role
- Extensive problem solving and debugging skills
- Ability to independently apply production upgrades and support the products and technologies
- Proven experience implementing business systems & applications within large organisations.
- Experienced in Problem and Incident Management, working in an ITIL environment will be highly regarded
- Experience with Microsoft cloud technology solutions
- Working knowledge of databases (SQL Server/Access) and programming languages (Java script, VBA for Macros)
- Experience supporting RFP/RFQ processes
- A passion in customer first approach and linkage of all organisational roles to the customer
- Must be able to work independently where appropriate and also contribute to the shared values and activity of the wider team.

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Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Organisational Change:** ability to deliver in a changing, in a fast-paced, iterative environment
- **Application technology Management skills and experience** – as detailed above
- **Project Experience:** – as detailed above.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>