

Position Description

Title	Application Support Analyst
Business Unit	Information Communication Technology
Location	Level 4, 130 Lonsdale Street, Melbourne
Employment type	Full Time, Ongoing
Reports to	Application Technology Team Lead

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

This position will work closely with the Application Technology Team Lead 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 with a high level of security and resilience to deliver effective Information Communication Technology (ICT) applications.

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. This role will enable best use of IT applications by trouble shooting and resolving issues, by improving related business processes and by contributing to IT related projects, providing applications support, business analysis and project support as required.

2. Scope

Budget: nil

People: nil

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Application Support Analyst

3. Relationships

Internal

- ICT team/s
- ICT management team

External

- Vendors and partners
 - Application owners
 - Application End users
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4. Key responsibility areas

Application Technology

- Develop and maintain the application technologies delivery environment to meet the needs of a digital organization.
- Ensure Uniting applications can utilize the standard operating environment (workstations (thin clients) and laptops) by assisting with Application selection.
- Develop strategies that enable single sign-on for Applications by utilizing the Uniting Active Directory
- Ensure that there is an effective licensing management strategy where Application access is limited to authorized users.
- Specify the required transmission, processing and storage capacities required to meet the Application needs.
- Specify and classify all enterprise data storage requirements and the associated risk of loss to the organization and design appropriate risk mitigation and disaster recovery strategies
- Assist in the development of the technical environment to support specialist technologies such as Microsoft Active Directory, Citrix and Application Virtualisation Manager, SQL Databases and network Printing.
- Ensure that the security of data and systems is maintained at the highest of levels.
- Assist in driving the development and implementation of enterprise wide technology improvement opportunities which significantly reduce unit cost or enhance client service experience.
- Ensure appropriate business continuity strategies are implemented for Uniting.

Functional responsibility support

- Standardisation and centralised Operation
- Access and authentication using Active Directory
- Delivery within a Citrix environment
- Staff on/off-boarding automation with role-based access
- Change, incident and problem management in an enterprise environment.
- Specification of processing, storage and performance requirements
- Best practice data protection policies, including: journals, replication, mirroring, backup
- Effective Application and Data recovery strategy
- Relevant risk mitigation and security strategies
- Relevant Vendor Negotiation

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People and teams

- Actively participate in a proactive team who provide best practice support to the organisation, its employees, volunteers and contractors.
- Ensure our services and processes are industry leading and that our people have the tools, training and resources they need to excel.
- Provide on-call for critical escalation as required
- Be available to travel and attend sites other than your primary location for the purposes of support and training (50/50% expectation)

Working with the organisation

- Work collaboratively with the senior 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
- Minimize business risk and ensure regulatory compliance for Uniting through the effective control of operational risks and the risk and compliance management framework.

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

- TBC

6. Person specification

Qualifications

- Relevant tertiary qualifications in Computer Science, Information Systems or related disciplines

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Experience

- Proven experience in applications development , configuration and/or performance using leading technologies and maintaining operational excellence within a medium to large service organisation
- Experience in Application delivery methods such as Thin Delivery , Browser, Mobility and Client-Server
- Experience in deploying applications in a virtualised environment using Microsoft virtualisation technologies (APPV, MSI,MSIX)on an APPV Platform
- Demonstrated experience in defining, procuring and delivering effective Applications and related delivery controls and risk mitigations in both on premise and cloud environments
- Proven understanding of on premise , virtualization and cloud delivery (IaaS, PaaS, and SaaS) services
- Broad experience in risk identification and mitigation, including replication, backup and recovery strategies

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting’s values.
- Broad knowledge and skills in the methods, framework and practices, standards and governance for the planning, management and delivery of Application services and related technologies in a complex service environment.
- Significant experience in the development and implementation of enterprise wide application access and authorization strategies in a complex environment
- Demonstrated ability to undertake capacity planning and performance monitoring to ensure continuous improvement based on evidence and reported outcomes
- Ability to manage vendors and vendor contracts to ensure that the Uniting required outcomes are achieved
- Ability to identify , assess and escalate risks according to the Risk Management framework
- Proven communication skills

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:		
Signature:		
Date:		