Position Description

Uniting

Title	Technology Systems Analyst
Business Unit	Information Communications and Technology
Location	Melbourne CBD
Employment type	Ongoing, Full Time
Reports to	Application Technology Manager

1.   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 ad confront injustice

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

2.   Position purpose

The Technology Systems Analyst 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 Technology Systems Analyst within this team will be to streamline and ensure applications meet broad business strategy and operational needs. The role will also be required to actively manage a diverse portfolio of applications in alignment with ICT and Business strategic requirements..

3.   Scope

Budget: Nil

People: Nil

4.   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

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External
- Customers
- Software Vendors (where applicable)
- Consultants (where applicable)

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5.   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
	• Assist in driving the development and implementation of enterprise wide technology improvement opportunities which significantly reduce cost or enhance client service experience
	• Assist with input into application management strategies to consolidate, reduce risk and associated costs.
	• Ensure proposed applications are aligned to ICT and business strategic requirements
	• Market scanning for new applications and solutions to support business growth and service delivery targets
	• Manage all stages of application lifecycle management from implementation through to decommissioning.
	• 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 portfolio management
	• Application contract and licence review/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.
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.

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- 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.

6.   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 or the organization and also address key deliverables under Uniting Guiding Principles and also align to the outcomes of the Operating Model.

7.   Person specification

Qualifications & Experience
- Tertiary qualification in an Information Technology field
- Extensive demonstrated experience in a similar position
- Proven experience with technical requirements gathering and the ability to derive practical business outcomes, using technology in a large organisation.
- Proven experience implementing business systems & applications within large organisations.
- Strong technical/functional design, planning, risk and change management skills.
- Experience (and/or qualifications) in industry standard process mapping techniques UML/BPMN/Archimate(desirable)
- Experience with Microsoft cloud technology solutions
- Working knowledge of databases (SQL Server/Access) and programming languages (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.

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.

8.   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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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

9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	**Manager**
Name:		
Signature:		
Date:		