



Position Description

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| Title: | IS Applications Support Analyst | Location: | Toowoomba Catholic Schools Office |
| Reports to: | Manager: IS Applications | Classification: | Professional Officer Level 3 |
| Directorate: | Finance, Infrastructure and Information Services | Tenure: | Fixed term, Full time |

1. Purpose

The Information Services (IS) Applications Support Analyst is to provide high quality support for the organisation's cloud-based application suite. This support will allow for timely, efficient, and confident use of modern information technology solutions across Diocese of Toowoomba Catholic Schools (TCS).

2. Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- degree level tertiary qualification in Information Technology or relevant field or a minimum of 5 years' experience in a similar role
- demonstrated experience in stakeholder liaison, problem solving, and business process mapping
- experience creating user documents and guides
- ability to maintain accurate helpdesk records
- advanced interpersonal and communication skills, including demonstrated high level verbal communication and listening skills
- effective relationship building and influencing skills
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement
- a current class C driver licence and the willingness to travel, as required

Desirable

- demonstrated experience in supporting Microsoft Office 365 and other cloud-based applications
- demonstrated experience providing support for school information, library, and learning management systems
- experience working in a primary or secondary educational setting

3. Key result areas

- 3.1 respond and address incidents and service requests for Information Services that are related to TCS enterprise applications
- 3.2 provide end user support for TCS applications
- 3.3 provide proactive system support to TCS applications
- 3.4 develop and deliver high quality training and resources to enhance the capability of school and office staff to implement applications
- 3.5 collaborate and communicate with others to ensure that high professional standards are met
- 3.6 contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)
- 3.7 complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

4. Statement of responsibility

While at work the position holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the position holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

5.0 Statement of duties

The information detailed above is an accurate reflection of this position. Attached to this position description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties Statement

IS Applications Support Analyst

3.1 Respond and address incidents and service requests for Information Services that are related to TCS enterprise applications

- monitor and respond to support desk tickets related to Toowoomba Catholic Schools (TCS) applications
- using high level problem-solving skills, investigate and troubleshoot application related incidents
- utilise expertise to identify systemic or technical issues and work collaboratively with stakeholders in resolving these issues
- escalate incidents internally to other members of the applications team and the operations team when required
- escalate incidents to application vendors and support partners when required

3.2 Provide end user support for TCS applications

- provide high quality telephone, remote assistance, and face to face support to school and office-based staff regarding the best utilisation of existing and emerging technologies
- champion the usage of existing and emerging technologies across TCS and amongst the TCS power users
- remain current in high level technical knowledge of the suite of TCS applications
- work independently, and in collaboration with the IS Applications Trainer, to meet operational priorities and key timeframes

3.3 Provide proactive system support to TCS applications

- track and monitor TCS application performance using real time monitoring services
- review application usage reports and system error reports to ensure that users are getting the most out of the solutions, and to ascertain the corrective action required before users are affected
- proactively identify opportunities for systemic improvement and work with the IS Applications team to develop solutions
- provide high quality written reports to key stakeholders including the Manager: IS Applications, Chief Information Officer and the Executive Leadership Team
- provide expertise and input to key IS projects relating to application service delivery
- test and verify new software updates and hotfixes before they are released into production

3.4 Develop and deliver high quality training and resources to enhance the capability of school and office staff to implement applications

- in collaboration with the IS Applications Trainer, develop face to face and online training resources for school and office staff
- undertake needs analysis of particular staff groups and develop resources to build capability in the use of applications
- deliver training to groups, one on one, in person and via remote technologies such as Microsoft Teams
- develop and document relevant procedures and guidelines to assist in the implementation of applications
- attend user group meetings to provide updates on system changes and features

3.5 Collaborate and communicate with others to ensure that high professional standards are met

- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service
- establish and maintain effective communication networks with internal and external stakeholders and work collaboratively with stakeholders

3.6 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- contribute as a member of the Finance, Infrastructure and Information Services directorate to achieve the strategies set out in the TCS Strategic Plan and integrated strategies
- participate fully in annual goal setting, monitoring and review of performance in collaboration with the Manager: IS Applications
- attend professional development and team days as appropriate
- document and report on the progress of initiatives in the TCS Strategic Plan and integrated strategies as required

3.7 Complete other duties that are directed as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- the employer may direct an employee to carry out such duties as are reasonable within the limits of the employee's skill, competence and training, consistent with the classification structure within the current agreement
- any direction issued by the employer shall be consistent with the employer's responsibilities to provide a safe and healthy work environment