Oracle e-Business Application Support

Reports to   Supply Chain Information Manager
Band   Band 4, Enterprise Agreement 2018

Position summary

HeathShare Victoria is currently completing a project to adopt Oracle Financial Management Information Systems and Warehouse Management System (FMIS + WMS) as part of its role as a procurement and supply chain partner to Victorian Health Services.

The Oracle e-business Support Analyst is required to assist with HSV's implementation, roll-out and ongoing support of Oracle e-business FMIS and WMS systems to both internal and external stakeholders.

This role comprises the following main areas of responsibility:

- Level 1 and 2 support of the Oracle e-business application across HealthShare Victoria.
- Work with stakeholders to identify any opportunities for improvement of processes and efficiencies.
- Provide detailed knowledge transfer on troubleshooting and support of processes, with inclusion of supporting documentation where available.
- Work with key stakeholders across HSV in relation to the Oracle e-business application suite.
- Engage with level 2 and 3 support where applicable in issue escalation.

Specific Duties and Responsibilities

Oracle e-Business Application Support Analyst contributes to the support of the Oracle FMIS and WMS both in terms of project delivery and ongoing support.

Application Support

- Provide level 1 and 2 support to stakeholders in relation to all Oracle e-business application queries.
- Perform system administration tasks as required in support of Oracle systems.
- Ensure relevant documentation is updated as required.
- Liaise with HSV external stakeholders, primarily Health Technology Solutions Victoria (HTS) to understand current system status and any additional requirements.
- Contribute to Data Cleansing work.
- Identification and removal of the Duplicated items.
- Contribute to the development of a Data Management Strategy.
- Defect resolution and enhancement development.
- Support HSV to implement strategies to develop Supply Chain services based on customer feedback and strategic priorities.
- Contribute to the training and onboarding of new users.

Leadership

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.

- Maintain strong lines of communication, both formal and informal, key HSV stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values.

Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a manager or the IT Operations team.

While the principal duties of this position are as above, the post holder may be required to undertake other duties from time to time.

Qualifications and Experience

Academic
- Tertiary qualifications in information systems, business, science, engineering or other relevant discipline. Alternatively, suitable experience in a role encompassing data analysis, administration of data and software development.

Experience
- Significant experience working with Oracle e-business suite of products.
- Proven knowledge of WedAdi synchronisation process.
- Proven knowledge of Project methodology.
- Excellent written and oral communication skills for electronic environments.
- Exposure to Oracle PL SQL.
- Health service experience (desirable).