

IT Applications Support Specialist

Reports to IT Operations Manager Data and Systems

Band Level Band 4, Enterprise Agreement 2018

Position Summary

The IT Applications Support Specialist is responsible for supporting HealthShare Victoria's common IT Business Systems and Applications in line with IT policies, processes and governance structures. The role reports to the IT Operations Manager and provides support, and tips on how to get the most from our core applications to wider HSV team. The successful applicant will have an inquisitive outgoing attitude with the ability to communicate outward in both technical and non-technical manner.

Specific Duties and Responsibilities

IT Applications

- Act as the go to person for business applications across the Microsoft 365 suite including Teams, SharePoint and other applications. Exposure to Salesforce, Totara (e-learning) and Website Content Management Systems would be an advantage.
- Administer Business Systems and IT applications across production and test environments to ensure availability and performance targets are met.
- Provide second & third level application support & troubleshooting to internal users.
- Co-ordinate and perform application implementation, changes and upgrades.
- Monitoring of applications to ensure on-going availability and capacity for all corporate systems.
- Adhere to IT change control process across all environments.
- Work with application interest groups to surface ideas for improvements.
- Investigate and resolve incidents and problems for all Business Systems. Provide second and third level technical support to the IT support staff.
- Liaise with external vendors as required.
- Maintain operational support guides, user guides, tips and other technical documentation.

Leadership

- Foster a workplace culture that is consistent with HPV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, with key 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 Corporate Strategy.

HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HPV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HPV'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:
 - We are customer-focused; we focus on customer and patient outcomes
 - We keep it simple; we strive for efficient and effective ways to achieve our goals
 - We are collaborative; we work as a team toward common goals
 - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
 - We inspire confidence; we do the right thing. We are open, honest and trustworthy

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 IT Applications Support may be required to undertake other duties from time to time.

Qualifications and Experience Required

Academic

- A relevant Information Technology qualification and proven experience working in a technical environment and providing IT application support.

Experience

- Strong working knowledge of various application platforms, specifically SharePoint.
- Training facilitation experience in a range of contexts including face-to-face, one-to-one or small group coaching and webinars.
- Experience developing a broad range of documentation such as user guides and manuals, technical specifications and training materials.
- Computer literacy in MS Word, Excel and HR Information Systems.
- Experience working in a corporate environment, preferably in government or healthcare.

Personal

- Excellent interpersonal, communication and presentation skills, including an ability to acquire information and influence others with diplomacy, tact and discretion and to engage internal and external stakeholders at all levels with respect and confidence and strong written communication skills.
- Strong problem solving skills, focus, persistence and a positive outlook to ensure work is completed and outputs are of the appropriate quality, and accuracy.
- Ability to manage and prioritise multiple concurrent tasks and meet tight deadlines as required to meet business needs.
- Ability to work in both a collaborative and autonomous manner.
- A high level of personal integrity.

