

<b>Position</b>	Application Analyst
<b>Reports to</b>	General Manager Solutions Delivery
<b>Direct reports</b>	n/a
<b>Band classification</b>	Level 5, HealthShare Victoria Enterprise Agreement 2024
<b>Date approved</b>	August 2025

## 1. HealthShare Victoria

HealthShare Victoria (HSV) is a Victorian public sector entity established on 1 January 2021 as an independent, commercially oriented public sector provider of supply chain services (surety, procurement and logistics) to Victoria's public health sector.

Our purpose is to partner with Victoria's public health services, suppliers and government to ensure the right products and services are delivered to the right place at the right time, supporting better value for our public health services and better outcomes for their patients.

We work with Victoria's public health services to understand their requirements. We meet these needs by establishing collective agreements (purchasing contracts) for medical consumables, pharmaceuticals and medical equipment, as well as non-medical products and services they need via large-scale tenders.

We also play a critical role in ensuring Victoria's public health services have access to goods and services that may be in higher demand or difficult to access, including personal protective equipment (PPE), medical consumables, ICU equipment and pharmaceuticals.

We administer several compliance-related functions, and work with health services to assist them in meeting their legislative, compliance and probity obligations.

As well as providing an end-to-end health supply chain for Victoria's public health services, we extend access to our collective agreements to health or related services assessed as 'eligible services'.

Building on a spirit of change and transformation, our work supports our health service customers to deliver safe, high quality and sustainable healthcare for all Victorians.

## 2. Position summary

The Application Analyst defines, maps, implements and enhances key business processes within Enterprise Resource Planning, the Warehouse Management System and other business applications and acts as a primary conduit between key business stakeholders and technical teams to develop and refine solutions. As a subject matter expert (SME), the Application Analyst collaborates with multiple internal functions to analyse, develop, configure and maintain various business application and operating procedures.

## 3. Specific duties and accountabilities

### Position responsibilities

The Application Analyst is responsible for functional, technical, integration and data migration streams in application implementation projects. The Application Analyst enhances and supports ERP, WMS and other business applications in HSV finance, procurement, WMS, HR and supply chain functions. The role works closely with business process owners to understand and document requirements and functional design, supporting the full lifecycle of application projects, including go-live and stabilisation.

- Facilitate business and systems analysis discussions with all HSV functions and document business requirements and functional design.
- Act as a subject matter expert and primary point of contact for business users regarding finance, procurement, WMS, HR and supply chain processes embedded in ERP/WMS and other business applications.
- Identify opportunities to streamline and enhance business processes.
- Design, configure, test, document and manage implementation of system changes and manage the impact of system changes across all key business areas.
- Provide level 1, 2 and 3 support for business applications, production issues and enhancement projects. Analyse data and information to troubleshoot application and business issues and make recommendations based on evidence.
- Manage the cross-functional delivery of applications by engaging the various business groups and developers to define specifications and interpret system implications.

- g. Assist with testing application upgrades and patches to ensure changes are appropriate and working as designed.
- h. Actively engage and collaborate with ERP/WMS project team, Procurement, other IT teams and stakeholders to produce scalable, efficient, and supportable solutions utilising business applications and related technologies.
- i. Responsible for functional, technical, integration and data migration streams in application implementation projects.
- j. Engages the Business Intelligence team to support data management and reporting solutions.
- k. Maintain a commercial focus and technical knowledge of all applications supporting HSV's business operations in order to effectively respond to system issues.

### System Administration

- a. Develop system process documentation and testing artifacts for business-as-usual and project use.
- b. Maintain up-to-date documentation of system and business AS-IS processes
- c. Manage application integration and dependencies with supporting infrastructure.
- d. Collaborate with vendors and internal teams to troubleshoot and resolve complex system issues.
- e. Contribute to capacity planning, performance tuning, and optimisation of application environment.

### Health, safety and wellbeing (BeSafe)

- a. Follows safety rules and takes responsibility for safety at a personal and team level to reduce risk to others
- b. Reports hazards, incidents and injuries and takes part in actions to eliminate hazards
- c. Shows a sense of urgency when safety issues arise
- d. Makes safety a part of the everyday by talking about ideas for improvement
- e. Attend BeSafe activities, forums and training to help create a robust safety culture at HSV

### HSV values

Uphold the HSV values:



### Collaboration at HSV

- a. Builds and maintains effective collaborative and consultative working relationships
- b. Listens and works as a supportive and cooperative team member, sharing information and acknowledging others' efforts
- c. Has challenging conversations as required within scope of role and personal accountabilities
- d. Steps in to help others where required

### HSV strategy, policies and procedures

- a. Contribute to the delivery of HSV's strategic plan and roadmap initiatives.
- b. Comply with HSV policies and procedures and report breaches and/or risks to your people leader or another relevant stakeholder.

#### Other duties

- a. While the principal duties are detailed above, this position may be required to undertake other duties from time to time.

## 4. Qualifications and experience required

### Academic

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

### Experience

- a. 10+ years advanced working knowledge in ERP/WMS financial modules encompassing procure-to-pay and order-to-cash processes.
- b. Experience using Oracle ERP products including EBS and Fusion highly desirable.
- c. Proven experience in functional design and process integration within ERP financial modules (AP, AR, GL, inventory, fixed assets, cash management, purchasing and ordering).
- d. Hands-on experience using SQL against ERP to support data analysis and business requirements gathering.
- e. Full project lifecycle experience – from design to go-live and stabilisation.
- f. Proven experience in mapping business and financial processes spanning disparate business units and systems.
- g. Exposure to Warehouse Management Systems and processes.
- h. Exposure to business intelligence toolsets like Power BI, Tableau, OACS.
- i. Health sector experience (desirable).

### Personal

- a. Excellent interpersonal 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.
- b. Collaborative, resilient, and capable of engaging and influencing teams through change.
- c. Ability to work as a member of a team and collaborate effectively with internal and external stakeholders, as well as the ability to work in a self-directed manner, take initiative, and work independently when required.
- d. Outstanding organisational skills including the ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and to work in an independent, flexible manner where required.
- e. Inquisitiveness, initiative, and innovative thinking.
- f. Excellent written and oral communication and presentation skills.

## 5. HSV's Leadership Capability Framework

### Everyday leaders

Everyday leaders are motivated and passionate about HSV's work and committed to delivering their work efficiently and to a high standard. They take responsibility for getting the job done and seek opportunities to collaborate and to share or gain knowledge. They understand how their work fits into HSV's strategy and are committed to the organisational vision.

Priority leadership capabilities for everyday leaders:

- Problem solver – Demonstrates problem solving within scope of role. Develops useful, workable and practical solutions to address issues, shows initiative, gets things done and owns the results
- Operates with integrity – Acts honestly, is professional and lives HSV values
- Works collaboratively - A team player who values all contributions and works jointly with others (internally and externally) to deliver results
- Health and safety - Sets expectations and takes responsibility for a physically and psychologically safe culture and work environment

## 6. Locations for work

- CBD Office: 11/50 Lonsdale Street, Melbourne VIC 3000

Secondary:

- Derrimut Distribution Centre: Foxley Court Derrimut, Victoria; and
- Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria.

Regular travel and attendance at all HSV locations is a requirement of this position.

As relevant the position may be required to work from home from time to time.