

ROLE DESCRIPTION
July 2022

Title & Reporting Relationships

Position Title:	Applications Support Analyst, Te Kaitātari Taupānga Tautoko, Digital Solutions team, Corporate Services Group.
Grade:	SP 15-16* <i>*appointment will be made pending skills, experience and the organisational needs at the time</i>
Reports to:	IT Manager
Direct Reports:	NIL
Purpose of the Group and the Position:	<p>The Corporate Services Group comprises: Corporate Planning and Reporting; Business Improvement, Finance and Digital Solutions. The Group has responsibility for providing the strategic management and robust effective operation of all financial management, information and technology management, and will undertake continuous monitoring and review of these functions for the Council.</p> <p>Within this Group the Applications Support Analyst role works within the Digital Solutions team to provide 2nd and 3rd level support to the Council's key systems and applications.</p> <p>This role will also contribute to the analysis, design, development, implementation and support of the organisation's Intranet, Internet, Document Management system, Financial system, Asset Management applications, as well as other Council systems. As such, it requires knowledge of a variety of programming languages, and knowledge of database design and support.</p> <p>Due to the need for this role to work across the Council as well as with external providers, excellent interpersonal skills are required to enable effective, co-operative and professional internal/external working relationships to be established and maintained.</p>
Indirect Reports:	NIL
Internal Customers:	<p>This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:</p> <ul style="list-style-type: none"> • Service Desk Officers • Other members of the Corporate Services Group • Staff from across all Council teams

- External Customers:**
- Key Vendors and Service Providers
 - Elected Members
 - Principal hardware suppliers
 - Principal communications providers

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

- Ensure efficient delivery of IT systems in accordance with approved policies and procedures as well as the requirements of Service Level Agreements and/or Project Guidelines.
- Maintain integrity of production and other environments by ensuring good industry practice is adopted, and system recovery plans for key applications are documented and tested.
- Assist with architecture design and support.
- Create, document and provide applications training for other team members as required.
- Ensure user requests are completed in a timely manner.
- Record and report on resolution, outstanding requests and trends.
- Assist with the development of automated integration or interfaces between applications such that their reliability can be monitored.
- Assist with the development and updating of information system policies.
- Translate information management needs into system and project specifications.
- As required by the IT manager, conduct meetings and facilitate resolutions.
- Evaluate business case proposals. Ensure processes are documented, consistently followed, customer driven and available for use by Council staff.
- Work with external providers to document customer centric processes and that these are available for Council staff and training is provided.
- Conduct regular reviews to identify where business systems are not being used correctly and suggest appropriate improvements to processes.
- Identify where systems improvements can be made to enhance efficiency.
- Assist with the acquisition and maintenance of application software that support the Digital Solutions Strategy.
- Promote systems to other users through recommendation of policies, procedures and technology controls that will apply throughout Council.

- Provide access to information through reports and Business Intelligence tools.
- Oversee the development and implementation of reports from 3rd parties to ensure accuracy & timeliness of the report deliverables.
- Ensure acquisition and maintenance of application software and technology infrastructure support IT strategies.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All managers are expected to be champions for health & safety excellence.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions
- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities
- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Tertiary qualification (supported by practical experience) in Information Technology, Business Management or equivalent.
- Demonstrate, substantial (at least 5 years') experience in application and systems support.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Excellent interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organisation.
- ITIL Foundation Certificate.
- Work directly with customers to research, troubleshoot, and resolve security, and business process issues in a timely manner.
- Demonstrate application implementation and management experience.
- Demonstrate ability to work unsupervised, with an attention to detail and a results focused.

- Demonstrate willingness to share knowledge, and ability to motivate others to use and enhance their knowledge and skills of new technology.
- Wide technical knowledge of current information and communication technologies.
- Sound knowledge of - Microsoft technologies, Relational databases, multi-tiered architectures.
- Familiarity with Business Intelligence reporting toolsets and Data Warehousing.
- Excellent problem-solving skills with a methodical approach.
- Holder of a current and valid NZ Drivers' licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.