| JOB DESCRIPTION |
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| **JOB DESCRIPTION**<br>**April 2025** |

| **Title & Reporting Relationships** |
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| **Position Title:** | **Application Support Analyst, Te Kaitātari Taupānga Tautoko,**<br>**Digital Solutions Team, Corporate Services Group** |
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| **Grade:** | *SP 16* |
| **Reports to:** | Information Technology Manager |
| **Direct / Indirect Reports:** | Nil |
| **Purpose of the Group and the Position:** | **The Corporate Services Group** comprises: Digital Solutions; Finance; Governance and Legal Services; and Risk and Assurance.<br>The Corporate Services Group is responsible for providing the strategic management and robust effective operation of all financial management, information and technology management, governance and legal services as well as ensuring organisation wide risks are assessed and monitored.<br><br>Within this Group, the Applications Support Analyst works within the wider Digital Solutions team providing knowledge and technical expertise to support the Council's key systems and applications and that deliver value to the council through innovation.<br><br>The Applications Team is generally responsible for:<br>• providing guidance or training to users - including enhanced levels of support following new/updated software releases<br>• proactively preventing application and product problems which could result to critical incidents<br>• reactively resolving application and product problems as they happen/are reported.<br><br>The Applications Support Analyst is responsible for:<br>• Proactive performance monitoring and management of the business' application and product systems.<br>• Provide technical expertise for new and or changed services, to meet the defined needs of |

users, or providers linking between application, products, and the infrastructure.

- Implementing working practices to support on-prem, cloud-based and hybrid applications and or products.
- Identifying and acting on automation opportunities to improve performance and value from an application perspective.
- Provide close collaboration with the IT team and other specialist areas from an application and product technical perspective.
- Assist with the development of and maintaining the architecture for the application platform stack.

**Internal Customers:** This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:
- Chief Information Officer
- Digital Solutions Leadership and wider group
- Wider IT team
- Managers and staff from across all Council teams

**External Customers:**
- Key Vendors and Service Providers
- Principal digital technology suppliers
- Principal communications providers
- Where required key staff in other Regional and District Councils and Elected Members

## KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. 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 influences 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.

We require that all staff demonstrate behaviours that underscore 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 Te Tiriti o Waitangi within the context of a local authority.

## Functional Key Requirements

### Application Support
- Ensures that all requests for support are dealt with according to set standards and procedures.
- Drafts and maintains procedures and documentation for applications support.

- Manages application enhancements to improve business performance.
- Advises on application security, licensing, upgrades, backups, and disaster recovery needs.
- Carries out agreed applications maintenance tasks.
- Assist with the development and maintenance of application integrations.

**Software Configuration**
- Assists in designing, verifying, documenting, amending, and refactoring moderately complex software configurations for deployment.
- Applies agreed standards and tools, to achieve a well-engineered result.
- Collaborates in-reviews of work with others as appropriate.

**Database Administration**
- Performs standard database maintenance and administration tasks.
- Uses database management system software and tools to collect performance statistics.

**Software Development**
- Codes, verifies, tests, documents, amends, and refactors simple programs/scripts.
- Applies agreed standards and tools to achieve a well-engineered result.

**IT Infrastructure Support**
- Administration and Development of Microsoft and other Cloud solutions
- Implement enhancements to automate manual tasks, test and deploy to change and release standards.
- Contributes to maintenance and installation of infrastructure, hardware and services

**Business Intelligence (BI) Support**
- Assists with the creation of regular business intelligence reports using standard tools.
- Supports data preparation from existing sources.

**Acceptance Testing**
- Follows agreed standards and techniques to devise and execute test cases and scenarios based on pre-defined acceptance criteria.
- Analyses and reports on test activities, results, issues, and risks.

**General**
- 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.
- In agreement with the Information Technology Manager, provides an escalation path for the other Digital Solutions teams for complex technical issues.
- Considers and contributes to improvement of the Council's Cyber Security posture
- Assists with the identification and evaluation of technologies that could be used to "fill any gaps" or replace current technology, as required
- Keeps updated with good understanding of design concepts and architectural basics.
- Assists with the development of integration standards to be presented to the Architecture Board.
- Ensures the Digital Solutions guiding principles are considered in relation to all activities performed.
- Ensures reusable components are identified and managed appropriately.
- Ensures documentation for any developed components remains current, available as required, and is prepared using Council standards.

- Where relevant, ensures any required support models have been developed, documented, and implemented.
- Ensures relevant Council policies, processes, procedures, and standards are complied with.
- Effectively identifies and manages assigned activities to ensure on time delivery, and within budget if allocated.
- Keeps up to date with market trends and its impact on current landscape and future target state for technologies as agreed with the Information Technology Manager

## Personal Key Results

- Demonstrate commitment to organisational values through behavior 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 employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards, and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment.
- Reporting any risks and/or hazards you become aware of in the workplace.
- Observing all safety policies, procedures, and precautions, including wearing and using the protective clothing and equipment.
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, 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

- Demonstrate, substantial (at least 5 years') experience in data, application, and systems support.
- Sound knowledge of system administration, working with SharePoint online.
- Tertiary qualification (supported by practical experience) in Information Technology or equivalent.
- Sound knowledge of Microsoft technologies, Relational databases, including understanding of data structure and SQL queries to at least an intermediate level.
- Demonstrated application implementation and management experience.
- Ability to create solutions in a low code environment.

- Experience with system management and support for the Microsoft 365 product suites.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Effective 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 organization.
- Demonstrate ability to work unsupervised, with an attention to detail and results focused.
- Knowledge of architectural and security frameworks
- Knowledge of Information Technology Infrastructure Library (ITIL), Software Development Lifecycle (SDLC) and agile techniques
- Knowledge of current technology and trends
- 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.

Desirable experience in general development and or Azure services that include:
- Azure Function app, Azure Container Instance, Logic Apps, Azure Data Factory, Storage, Key Vault, Log Analytics, Azure SQL Server
- PowerShell
- Power Apps and Power Automate
- Demonstrated ability with M365 Development including frameworks such as SPFx.

## 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.

### Te Tiriti o Waitangi
Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.
Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

### Civil Defence, Emergency Management and Business Continuity Duties
All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognizes 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.

# JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

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| **Leadership** | • All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values.<br>• Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions.<br>• **People Leaders** are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice.<br>• Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams.<br>• Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards.<br>• Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance. |
| **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.<br>• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.<br>• Ensure Council processes and procedures are complied with. |

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| **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.<br>• Always maintain confidentiality. |
| **Teamwork** | • Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.<br>• Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.<br>• Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.<br>• 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.<br>• Ensure you work within your financial delegation. |
| **Monitoring and Reporting** | • Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.<br>• Review, monitor and report on activity or projects as required by the manager. |
| **Relationship Management** | • Build and maintain effective professional working relationship with all key stakeholders.<br>• 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. |