

Application Support Analyst

Pūtake Tūranga - Scope

Deliver high application support to maintain the usability of our core information technology applications. Working closely with internal stakeholders, clients, and IT vendors to help support and maintain core line of business applications.

This role contributes directly to council's area of focus (community outcomes) by providing efficient and effective service delivery.

Nga Whainganga - Key responsibilities

Business Application Support

Providing technical support, administration and troubleshooting for core line of business applications including security and systems administration. Ensure the integrity and currency of our applications remain current through employing release management practices. Perform root cause analysis on issues when needed and identify necessary escalation points. Liaise with suppliers and vendors on support issues and requests through to resolution.

In addition to support, this role will contribute to the analysis, design, development, implementation of the organisations Enterprise Systems (Financial, Human Capital and Asset Management), as well as other key Council systems. As such, it requires an understanding of systems integration and knowledge of data management in a hybrid cloud environment.

Customer Service

Demonstrates excellent people skills in the provision of customer service to both internal and external customers. Provides support in the delivery of council-wide projects, civil defence event response and the maintenance of professional relationships with managed service providers.

Relationships

Develop and maintain effective working relationships with people at all levels. Establish and maintain professional relationships with external stakeholders and managed service providers.

Health and Safety

Adhere to all safe working procedures and instructions, taking care of oneself and others. Having a commitment to health and safety as detailed in the NRC policies and guidelines, and as defined by the Health and Safety Legislation.

Tō Pukenga - About you

Qualifications, skills and experience:

- A degree or tertiary qualification in Computer Science, Information Technology, or a related field
- Proven experience as an Application Support Analyst or in a similar role
- Experience in SQL for querying, reporting and managing databases
- Knowledge of cloud computing platforms and services
- Knowledge of Release Management methodologies



CHOOSE POSITIVITY



DO THE RIGHT THING



KOTAHITANGA



LEARN AND IMPROVE



LISTEN



OWN IT



WHANAUNGATANGA

- Strong knowledge of applications, role-based security and understanding of security and identity management and associated policies
- Experience with scripting and automation tools

Personal attributes

- Strong problem-solving skills and attention to detail
- Displays personal and professional integrity
- Displays cultural empathy and awareness
- Committed to H&S and organisational values
- Sound understanding of Māori culture

Reports to: Technology Operations Manager
Group and Department: Corporate Services – Information Services and Technology
Location: Whangarei
Date: September 2024

Declaration

I have read and understood the contents of this Job Description.

Name: _____ *(Please print full name)*

Signature: _____

Date: _____

