



POSITION DESCRIPTION

Title:	Application Support Analyst
Business Unit:	ICT Quality and Program Performance
Location:	Melbourne CBD
Employment Type:	Ongoing
Reports to:	Senior Manager Business Solutions Architecture (by Matrix to Application Support Manager)

ABOUT UNITING

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the services and advocacy arm of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

POSITION PURPOSE

To own the process of translating emerging business and reporting requirements into functionality and workflow changes in Sugar CRM.

SCOPE

Budget: nil

People: mil

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Relationships:

Internal: Senior Manager Business Solutions Architecture – as the primary role content advisor. Applications Support Manager (or otherwise in ICT) as the longer term Line Management.

External: Loaded Technologies and Sugar CRM as third party vendors. Other third parties as required.

KEY RESPONSIBILITY AREAS

Service delivery

- Build improved workflow, reporting, data fields and other functionality within CRM, test and prepare for implementation
- Managing cases, requests and enhancements using online tools and processes
- Problem determination, workaround resolution, root cause analysis, major incident management
- Become the Go To Support for Level 2 queries (beyond Helpdesk) for Sugar CRM
- Test using Jira to manage user stories (as written by the BAs)
- Assist in handover to Implementation Team (Product Owner and Training)
- Manage implementation of any technical integration between CRM and other systems – under the direction of the Business Solutions Architect and CIO.
- Understanding of change and release management

Quality and risk

- Build in Quality and Value indicators, measures and Reporting as determined by the respective Senior Managers and their teams
- Ensure that solution and application support documentation is maintained to the highest quality and accuracy

People management

- Create productive relationships with and between key stakeholders

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior...
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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PERFORMANCE INDICATORS

- To be identified

PERSON SPECIFICATION

Qualifications

- Relevant Bsc degree (Applied Computing, Information technology etc)

Experience

Essential

- Experience with Sugar CRM in an Application Support or Technical Admin role
- At least 5 years' experience as an Application Support Analysts or Officer

Desirable

- Not For Profit or Public Sector experience
- ITIL v0.3 Certified
- Agile experienced and/or qualified
- PRinCE 2 experienced and/or qualified
- Php Experience would be advantageous

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Training:** Must be willing to Undergo training as part of Sugars online training offering Sugar University
- **Personal Relationship Building:** Ability to work both independently, as part of a matrix team with a matrix management structure.
- All Essential and desirable criteria listed above will be considered as core selection criteria

This position description is subject to review and may change in accordance with Uniting's operational, service and customer requirements.

Employee Name:		Manager Name:	
Date:		Title:	
Signature:		Date:	

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a 'child safe' organisation, employment with Uniting is subject to



a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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