JOB DESCRIPTION FORM

STATE LIBRARY OF WESTERN AUSTRALIA

PURPOSE	VISION	VALUES
The State Library of Western Australia enriches the lives of all West Australians by treasuring their stories, building, preserving and sharing physical and digital collections, whilst reflecting WA's rich heritage and history. Our mission is to inspire individuals and communities by being a hub for literacy, learning, knowledge, creativity and collaboration.	To be a one of the world's great libraries.	• Access for all. • Generosity of spirit towards our clients and colleagues. • Cherishing our stories. • Sharing expertise. • Fostering excellence in all that we do. • Embracing learning and knowledge.

DETAILS

Position Title:

Application Support Officer

Position Number:

13716

Classification Level:

Level 5

Award/Agreement:

PSA 1992 / PSGOGA

Division/Directorate:

Strategic and Corporate Services

Branch/Section:

Business Innovation Services

Physical Location:

State Library Building
25 Francis Street, Perth

Effective Date:

DD/MM/YYYY

(JDF registered date)

Employment Type

Fixed-Term, Part-Time – 0.5FTE

REGISTERED

INITIALS _____ DATE 23/8/1?.

REPORTING RELATIONSHIPS

Position reports to:

Manager, ICT Operations, Level 7, 12167

Positions reporting to this position:

Nil

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PURPOSE OF THE POSITION

Provide support and maintenance of existing portfolio applications.

KEY RESPONSIBILITIES

1. Provides technical support for in-house applications in line with internal service levels, including undertaking preventative maintenance, determination of the cause of application faults and implementing fixes.
2. Designs and develops enhancements based on business requirements and priorities. This includes analysis of requirements, solution design, development, system testing and deployment activities.
3. Undertakes configuration and release management across application developments.
4. Follows change control processes and maintains technical application documentation in line with all changes made.
5. Prepares and participates in the maintenance of information technology procedures and standards.
6. Participates constructively and positively as a member of the Business Innovation Services team.
7. Ensures an efficient and effective customer focussed service is provided.

Other duties as required with respect to the skills, knowledge and abilities of the employee.

COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Maintains a contemporary knowledge base relating to human resource policies and procedures;
- Complies with Culture and Arts Code of Conduct, policies and procedures and relevant appropriate legislation; and
- Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
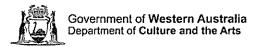
WORK RELATED REQUIREMENTS

Essential:

1. Demonstrated experience in supporting a wide range of applications including web based applications.
2. Demonstrated experience in the development of web based applications using (but not limited to) HTML, CSS, JavaScript, XML and PHP.
3. Demonstrated experience in the operation of Linux operating systems.
4. Demonstrated experience in analysing business requirements and effectively translating these into technical and functional requirements and system specifications.
5. Proven high-level interpersonal and communication skills including the ability to liaise, negotiate and consult with a wide range of individuals with differing requirements.
6. Demonstrated ability to identify client needs and expectations and provide flexible and responsive service.
7. Proven high level of conceptual, analytical and innovative problem solving skills.

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Desirable:

1. Working knowledge of library or collecting institution application software.
2. Demonstrated experience in the use of the Python Programming Language.
3. Knowledge of Prince 2 and ITIL or equivalent.
4. Relevant professional qualifications.

Key Relationships/Interactions:

1. Culture and the Arts portfolio staff (DCA, SLWA, WAM, AGWA, PTT)
2. Business Innovation team members
3. Clients and other visitors to all portfolio agencies
4. External partners and suppliers.

KEY CHALLENGES

1. Providing a level of support that meets the needs of the business
2. Developing and maintaining good working relationships and being flexible with new ways of working.
3. Maintaining a quality client service.
4. Working within strict timeframes to ensure ICT needs of Culture and Arts are met.

ELIGIBILITY

Special Conditions:

1. A current (within 6 months) National Police Clearance Certificate will be required prior to commencement of employment.
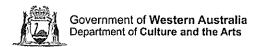
Appointment is subject to:

1. 100 point identification check; and
2. Criminal Records Screening clearance (Police and Working With Children Check etc)

Training:

- Complete induction within three months of commencement;
- Complete any training specific to the role required by Departmental policy; and
- Complete the department's AEDM within six months of appointment.

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CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of this position.

SIGN OFF

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Manager Signature   Date (DD/MM/YYYY)

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the CA's Code of Conduct.

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Employee Signature   Date (DD/MM/YYYY)