



Manager Application Support and Maintenance - Level 7 (MP160022)

Group:	Corporate Services and Transformation	Location:	East Perth - Mineral House
Division/Directorate:	Business Innovation	Supervises:	4
Branch:	Solutions and Architecture	Reports to:	General Manager, Solutions and Architecture
Section:	Application Support and Maintenance		

Operational Context

The Strategic Business Innovation Division supports the Department to achieve its strategic and operational objectives by focusing on whole-of-department strategic capability and fostering innovative thinking across the department to support the building of a high performance organisation. The Division is responsible for creating vision, strategies, purposeful policies, and a detailed plan to move the department into the digital world. Ensuring that investments in these digital strategies meet feasibility and viability evaluation to ensure customer centric design and value for money.

Role Overview

This position contributes to building the department into a high-performance innovative organisation by supporting and maintaining all applications and processes related to these being implemented into the department's production environment. The role contributes to the strategic and operational planning of the Solutions and Architecture branch.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Support the General Manager Solutions and Architecture to manage branch activities/projects, including its physical, human and financial resources to ensure the achievement of outcomes identified in the branch Operational Plan.
- Provide professional/technical advice to assist in the development, implementation and maintenance of the department's applications production environment.
- Ensure the provision of quality customer focused, timely and cost effective application support and maintenance service. Analyse incidents to undertake problem management and the identification of the root causes.
- Engage with professional bodies and external organisations on a regular basis to keep pace with changes and developments in technology, new thinking and concepts.
- Contribute to the department meeting its statutory obligations in relation to relevant WA public sector legislation, ethics, standards and policies.
- Participate in operational and project planning to implement branch objectives.
- Lead and manage the transition of projects into production and that supporting documentation is prepared in accordance with quality standards.
- Ensure organisational aims and objectives in relation to the Technology Architecture are achieved according to the Operational Plan and the department's Strategic Plan.
- Represent the branch on forums, committees and working groups, as required.
- Liaise with internal stakeholders to ensure appropriate service delivery and improvement needs and expectations are met.
- Present solution options for non-technical audiences to enable informed decisions to be made in-line with the department's digital strategy.
- Contribute to process and service improvements, efficiencies and integration within the branch.
- Identify improvement initiatives that contribute towards the efficiency and effectiveness of the branch.
- Liaise with application business owners and enterprise architecture to understand their roadmaps to enhance business innovation and outcomes.
- Ensure information and data is gathered, stored and shared effectively.
- Promote a continuous improvement culture.
- Contributes to the development and implementation of corporate policies and procedures including the achievement of Equal Employment Opportunity and Diversity Outcomes.
- Support the General Manager Solutions and Architecture to ensure appropriate skills and expertise is available within the branch to ensure optimum performance and multi-skilling of the team.
- Coach, mentor and manage team performance within the performance management system.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- High level of knowledge and experience in the alignment of applications support and maintenance functions to organisational needs.
- High level written communication and interpersonal skills.
- High level of knowledge and experience in software code management, developmental methodologies, application and technical architecture/frameworks, database management business intelligence, IT networks and infrastructure.
- High level of knowledge and experience in implementing appropriate governance frameworks and operational processes for support operations.
- High level of analytical and problem solving skills.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You are continually learning and adapting your personal style and approach to be effective in the changing work environment.
- **Embody The Spirit of Public Service** - You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.

- **Build Capability** - You clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
- **Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- **Dynamically Sense The Environment** - You listen to, understand and recognise the needs of others in your work environment.
- **Think Through Complexity** - You support your team or work group to take a solutions focused approach, intervening only when necessary with technical knowledge to ensure application of robust knowledge and customer orientation.
- **Lead Collectively** - You seek to build and maintain effective working relationships with others, and are mindful of the partnerships that support your efforts to deliver value for your team and work area.

This position reports to:

General Manager, Solutions and Architecture
Position No: MP160024 Classification: L8

Positions reporting to this Role:

Team Lead - (00016981)	L6
Team Lead - (MP170041)	L6
Technical Lead - (MIS21191)	L6
Test Lead - (MIS19287)	L6

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check

Approved Date

14-MAY-2026

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