Job Description
Application Officer
Level 3

Position Number: 10000220, 10002205
FTE: 1.0
Agreement/Award: Government Officers Salaries Allowance and Conditions Award 1989
or as replaced

Division: Corporate Services
Branch: Information Services
Location: Perth Metropolitan Campus or Joondalup Campus

Reporting Relationships
Reports to:
Applications Coordinator, Level 5

Other officers reporting to the above office:
Senior Applications Officer, Level 4

This Office – officers under direct responsibility
Nil

Key Role Statement
Ensures core business systems are continuously updated and enhanced to reflect the needs of the College.
Provides high level information, applications and systems advisory and fault resolution service to college staff and clients.

Key Responsibilities
- Supports other team members with application component issues and undertakes the packaging, testing and installation of IT software as requested by the Applications Coordinator.
- Assists with the workstation Standard Operating environment during deployment, installation, configuration of software and hardware throughout the lifecycle using modern tools and methodologies including Microsoft System Centre Configuration Manager, Group Policy and Munki to meet customer requirements.
- Helps foster a customer oriented culture and ensures the provision of courteous, timely, and effective responses to all requests for support.
- Maintains records and advises relevant clients of actions taken.
- Investigates problems in systems, processes and services including assisting with the implementation of agreed remedies and preventative measures.
- Assists in the investigation and resolution of issues relating to applications including specified maintenance procedures.
- Contributes, under instruction, to the production and distribution of content, to testing the content and layout of specific deliverables, and to the configuration of content items and files.
- Designs test cases, creates test scripts and supporting data, working to the specifications provided
- Interprets, executes and records test cases in accordance with project test plans. Analyses and reports test activities and results.
- Identifies and reports issues and risks.
- Undertakes other duties, as required.
Selection Criteria

Essential
1. Demonstrated ability to provide a high level advisory and fault resolution service for information applications and systems; including modern application packaging and deployment techniques.
2. Experience in supporting, maintaining and enhancing of core business applications in a complex medium sized enterprise environment.
3. Well-developed communication and interpersonal skills together with the ability to liaise and collaborate effectively with both internal and external stakeholders at all levels and with a demonstrated ability to identify client needs and expectations and provide flexible and responsive service in a Service Desk environment.
4. Demonstrated experience in solving problems through creative and workable solutions and options using well developed analytical and problem solving skills and modern technologies/methodologies.
5. A relevant qualification or equivalent experience.

Other Requirements
1. May be required to work from any College campus

Desirable
- Development and automation experience in PowerShell and Unix Languages.

CERTIFICATION
The details contained in this document are an accurate statement of the position’s responsibilities and requirements.

<table>
<thead>
<tr>
<th>Business Unit Manager</th>
<th>Managing Director</th>
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<tbody>
<tr>
<td>Name: Jennie Timms</td>
<td>Name: Michelle Hoad</td>
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<td>Date: 15 November 2019</td>
<td>Date: 15 November 2019</td>
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