



Senior Business Support Officer

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

Business Information Systems (BIS)

District / Branch:

Applications Operations

Work Unit:**Position Description Number:**

Generic 544

Rank / Level / Band:

Level 5

Employment Conditions

Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Perth

Position Objective

Ensures all day-to-day application support and maintenance for production applications, residing on a diverse array of technology platforms. The role ensures fault fixing and minor enhancements are managed and completed according to the Western Australia Police Force (WA Police Force) business requirements. The position assists to ensure the provision of high-quality client-focused business systems which meet the operational, tactical and strategic requirements of WA Police Force users.

Role of Work Unit

The Application Operations Division is responsible for the 24x7 availability of corporate applications through the provision of day-to-day support and maintenance of applications, including fault fixing, data extracts, minor and major system enhancements. Supported technology streams include Oracle, Java, SAP, Microsoft, Cold Fusion and contemporary cloud platforms.

The unit undertakes the following:

- Oversight of application support and maintenance
- Adoption of contemporary support practises, including DevOps
- Project management of application enhancement projects
- Key liaison with other BIS divisions

Reporting Relationships

This position reports to:

- Executive Manager (Applications), Level 7

Total number and nature of direct reports to this position range between 0 to 3 (depending on the Applications Stream)

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Key Accountabilities

1 Systems Support (40%)

- 1.1 Undertakes analysis to determine the business requirements of information systems.
- 1.2 Prioritises team activities, maintains schedules and monitors performance to ensure the highest possible level of service delivery to satisfy the needs and expectations of customers.
- 1.3 Undertakes, and/or coordinates and supervises, the research, collation, analysis and evaluation of Application Support issues, policies, practices, and/or procedures to identify relevant factors and provide recommendations for further consideration or action, taking into consideration system integrity, consistency and security.
- 1.4 Undertakes (either individually, in a DevOps approach, or as project leader) straightforward projects, and/or components of a more complex project, to investigate issues and/or develop and implement initiatives at a Branch/Portfolio or Agency level.
- 1.5 Performs and/or coordinates system, user acceptance and smoke testing when required, ensuring configuration and/or system developments comply with relevant legislative requirements.
- 1.6 Assists the Applications Manager in facilitating the provision of high-quality, client-focused business systems which meet the operational, tactical and strategic requirements of users throughout WA Police Force.
- 1.7 Researches and recommends improvement to existing processes, methods, standards and systems.
- 1.8 Provides status reports to BIS management for significant work in progress.
- 1.9 Provides coaching, guidance and imparts knowledge to other team members.
- 1.10 Maintains an awareness of current and emerging directions in information technology including new releases and provides assessments as to the impact upon existing systems.
- 1.11 Identifies and manages problem records to their resolution.
- 1.12 Assists in the coordination and resolution of incidents for application system outages and/or performance degradation.
- 1.13 Represents Applications Manager at various internal and external forums as required.

2 Change Management (20%)

- 2.1 Coordinates the delivery of application maintenance releases including requirements analysis, testing, resource management and delivery assurance.
- 2.2 Coordinates the preparation of change records and approves changes according to WA Police Force standards.
- 2.3 Participates in implementation planning, business notification, readiness and support handover meetings.
- 2.4 Coordinates User Acceptance Testing by the business.
- 2.5 Participates in Change Approval Board meetings.

3 Supervision (20%)

- 3.1 Supervises the activities of the team, including performance management; work planning of analysis, design, development and implementation of information systems; and support to ensure the provision of high levels of customer service and quality outcomes.

4 Documentation (15%)

- 4.1 Ensures that systems documentation is developed and maintained.
- 4.2 Prepares feasibility, scoping, functional requirements, system design, testing documents and other documents as required.

5 Other (5%)

- 5.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably
- 5.2 Undertakes other duties as directed.

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Specialist Prerequisite(s)

It is a requirement that the position holder is:

- An Australian Citizen prior to the completion of the selection process;
- Successful in obtaining and maintaining a **NEGATIVE VETTING LEVEL 1** security clearance for the duration of their appointment in the position.

Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Ability to coordinate application support and maintenance activities

Utilising best practice techniques to coordinate requests (including supervising, coordinating and working in project teams) and changes in a controlled environment. Using the Information Technology Infrastructure Library (ITIL) and WA Police Force project management methodologies.

Testing skills

Planning, creating and running test cycles for existing systems i.e. Test plans, test matrix, test cases.

Communication skills

Liaising with staff at all levels including external agencies, contractors and vendors. Undertaking documentation development including briefing notes, decision sheets and business impact assessments. Providing accurate and timely status reporting.

Analytical and problem solving skills

Liaising between business and technical staff to identify and develop creative and innovative solutions to difficult and complex problems. Researching, analysing, problem solving, making decisions, reviewing and evaluating.

Ability in maintaining and enhancing supported systems

Recognising opportunities to improve system services to achieve Agency objectives. Coordinating the support and maintenance of production applications in an enterprise environment.

Knowledge of application delivery life cycle and application support processes

Maintaining a focus on continuous improvement and reduction in support requirements over time.

Supervisory skills

Mentoring and supervising a small business-orientated technical support team.

Planning and organisational skills

Meeting individual and team priorities within agreed timeframes.

Desirable

Possession of a relevant tertiary qualification and/or an ISTQB Foundation certificate in testing.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

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Certification

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

Position Title and Work Unit	Name	Date
Workforce Officer, Organisational Design & Analysis	Pamela Soares	11/03/2020
Head of Applications Operations	David Hall	DD/MM/YYYY