



SHAPING AN
AWESOME
HAMILTON

Application Support Analyst

People, Performance and Culture

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **People, Performance and Culture group**. This group is all about delivering our mission of becoming the leading, community-focused council by enabling everyone who works here to deliver their very best, every day. Read on to find out more about the role.

What you will do

In this role, you will:

- Support, maintain, and actively participate in the development of the organisations Information Systems, applications, and services to ensure systems are operating effectively, efficiently and aligned to business processes and outcomes.

Reports to	Platform Manager Finance and Assets
Responsible for (total number of staff)	Nil
Delegation	\$
Budget	\$

Key responsibilities

Some of the **key responsibilities** for this role include:

- Review, analyse and resolve incidents and service requests in accordance with policies, procedures, business and user impacts, priorities, and outcomes.
- Maintain and support applications, systems, and services in accordance with policies and processes, including change management, release management, problem management, and priority incident management.
- Problem and priority incident management processes and procedures applied to analyse, identify root cause, work arounds, business communication and testing to resolve and return systems to operating state.

- Actively participate and contribute to projects as a technical specialist, sharing best practice knowledge, system, and process expertise to assist in the delivery of quality project outcomes and ongoing support and BAU processes are in place.
- Ensure system documentation is updated including knowledge base articles and communications to business units, users, and Service Desk.
- Maintain and support security processes including access control, onboarding and offboarding for HCC users, contractors, and vendors in compliance with policies and procedures.
- Maintain and support Licensing for HCC users, contractors, and vendors in compliance with policies and procedures.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard.
- Relevant Information Technology qualification or equivalent industry experience.
- ITIL certification.
- Experience with level 2/3 application support.
- Proficient with MS Office Suite (Word, Excel, Outlook)
- Previous problem management skills.
- Excellent customer relationship management.
- Confident, self-motivated with great communication skills.
- Analytical and problem-solving skills to be applied to a variety of business requests.
- Logical thinker.
- Ability to deliver in an environment that can be high pressure and rapidly changing.
- Proven ability to work independently with minimal supervision and within teams to meet goals, and to prioritise divergent demands of clients.
- Energetic with an interest in technology and career development.
- Proven success at building relationships and resolving issues with internal and external stakeholders.
- Political awareness and skill in dealing with sensitive and confidential issues.
- A proven track record of thinking differently, acting with integrity, working together, and making it happen.
- Experience working in local government (preferred, but not essential).

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.