

Business Application Specialist

Role purpose

Responsible for the effective administration, support, maintenance and optimisation of Council's business systems and enterprise applications. The role works collaboratively with business units, vendors and technology teams to ensure business systems remain reliable, secure and aligned to organisational needs. The Business Application Specialist contributes to system enhancements, process improvement initiatives and the successful adoption of technology across the organisation.

Role overview

EA and Classification	Hobart City Council Enterprise Agreement 2024 (It is successor) Municipal Officer Level 4
Position Number	4801
Number of direct reports	Nil
Responsible for total staff	Nil
Delegations & Authority	Nil
Budget level	Nil
Network, Group, & Team	Corporate Services Information & Technology Services
Immediate Manager	Business Systems Lead (9594)



Business Application Specialist

Role accountabilities Key result areas



Group

- Provide specialist expertise across Council's business systems and enterprise applications, including administration, configuration, upgrades, releases, optimisation and operational support, while identifying opportunities to improve system capability, business processes and user experience.
- Provide day-to-day administration and support for Council's business systems and enterprise applications, ensuring the timely resolution of incidents, service requests and system-related issues.
- Monitor business systems and enterprise applications to ensure reliability, availability and performance, proactively investigating and addressing system issues and service impacts.
- Collaborate with stakeholders across the organisation to understand business processes, gather and analyse requirements, identify improvement opportunities, and support the delivery of technology-enabled business solutions.
- Develop, maintain and continuously improve system documentation, support procedures, user guides and knowledge resources to support operational continuity, knowledge retention and effective use of business systems.
- Manage relationships with software vendors and third-party providers, coordinating issue resolution, system updates, upgrades and support activities.
- Support the effective governance of business systems through the application of data quality, security, privacy, audit and risk management practices.
- Support the successful delivery of business systems changes and enhancements through impact assessment, stakeholder engagement, testing, communication and implementation planning activities.
- Support the implementation and adoption of business system enhancements, upgrades and releases, including requirements gathering, testing, process improvement and user adoption activities.
- Identify opportunities to improve business processes, system utilisation and user experience, contributing to the delivery of technology-enabled improvements across the organization

WORKING TOGETHER TO MAKE HOBART A BETTER PLACE FOR THE COMMUNITY

Behaviour Standards

- Actively demonstrate the expected behaviours described in the Behavioural Competency Framework in accordance with the position classification.

Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- Ensure compliance with Work Health and Safety and Child and Youth Safety requirements at all times and follow prescribed reporting processes within the required timeframes.

NOTE: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.



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Selection criteria

Qualifications and Licenses

- Relevant tertiary qualifications in Information Technology, Business Systems, or a related discipline, or equivalent professional experience.

Essential

1. Demonstrated experience providing administration, support and continuous improvement of business systems or enterprise applications within a complex organisational environment.
2. Strong analytical and problem solving skills, with the ability to investigate issues, identify root causes and develop practical technology enabled solutions.
3. Experience supporting system upgrades, testing, release activities and implementation of application enhancements.
4. Working knowledge of IT service management practices, including incident, request, problem and change management processes.
5. Demonstrated ability to engage with stakeholders to understand business processes, gather requirements and contribute to system and process improvement initiatives.
6. Sound understanding of data integrity, security, and privacy and governance principles as they apply to business systems and enterprise applications in relation to enterprise systems.
7. Ability to manage competing priorities, work collaboratively across teams, and deliver outcomes in a dynamic operational environment
8. Experience working with vendors and third-party providers to resolve technical issues and implement enhancements and support ongoing service delivery solutions.
9. Experience developing and maintaining system documentation, operational procedures and knowledge resources.
10. Demonstrated ability to identify and contribute to continuous improvement initiatives that enhance business processes, system capability and user experience.
11. Excellent written and verbal communication skills, including the ability to develop documentation, deliver training and communicate effectively with technical and non technical stakeholders.

Desirable

- Experience supporting, administering or enhancing enterprise business systems across one or more functional domains such as Finance, Payroll, Human Resources, Asset Management, Customer Service, Governance or Regulatory Services.
- Knowledge of local government operations, business processes, and regulatory requirements.
- Experience working with integration technologies, APIs and system-to-system data exchanges.
- Experience with reporting, analytics and business intelligence platforms (e.g., Power BI).
- Understanding of project management methodologies and experience contributing to system implementation or upgrade or business improvement initiatives.
- Experience working with cloud-based application environments and SaaS platforms.



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- ITIL Foundation certification or demonstrated understanding of IT service management frameworks
- Experience supporting business process improvement, user adoption, change activities or digital transformation initiatives.
- Experience developing operational documentation, knowledge resources and end-user training materials.
- Demonstrated ability to identify opportunities to improve business processes, system utilisation and organisational outcomes through the effective use of technology.

Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Low Risk.

Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

Our Values



People

We care about people – our community, customers and colleagues



Focus & Direction

We have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.



Accountability

We work to high ethical and professional standards are accountable for delivering outcomes for our community.



Teamwork

We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community



Creativity & Innovation

We embrace new approaches and continuously improve to achieve better outcomes for our community.

