Blacktown City. Made Together

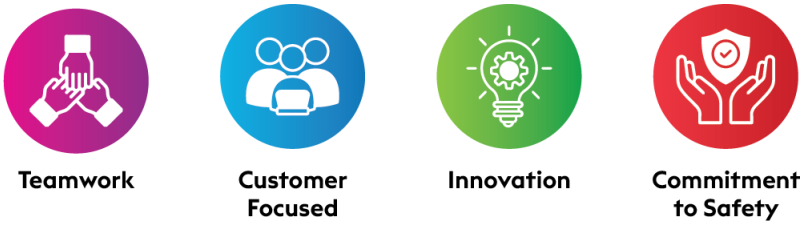
Position description

Application Support Engineer

Summary information

Section	Digital Services	**Directorate**	Corporate Services
BCC number(s)	BCC1857	**Position type**	Permanent, full-time
Grade	Grade 16	**Skill descriptor**	Band 3 Level 3
Reports to	Senior Coordinator Digital Operations	**Direct reports**	No
Approval limit	$5,000	**Release limit**	$0
Created/reviewed	October 2026		

Our values



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all of their objectives.

Blacktown City Council

1. Position purpose

This role is primarily responsible for supporting, monitoring, administering, and continuously improving Council's ERP and business applications so that staff can deliver services efficiently, securely, and with minimal disruption. The role contributes to digital service delivery and operational continuity through strong incident and problem management, customer support, vendor coordination, system monitoring, documentation, and compliance with Council policies, performance indicators, operational standards, and security requirements. Supporting Digital Services contribution to the goals of Council's strategies and the Digital Services work program.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

2. Qualifications and experience

Essential:

- Degree qualification in Information Technology, business systems, digital services, or related field
- Solid experience in application support, enterprise systems support, ERP/platform administration, or service delivery in a large or complex organisation
- Experience supporting enterprise or cloud-hosted applications, including incident resolution, stakeholder communication, vendor escalation, and operational documentation
- Strong analytical, troubleshooting, customer service, and documentation skills
- Experience in ITIL / ITSM practices and tools
- Current class C driver's licence.

Desirable:

- Experience with TechnologyOne or a similar ERP platform, Microsoft 365 / cloud platforms, reporting, or records systems
- Experience in local government or another public-sector / regulated environment
- ITIL v3 Foundation Certificate.

3. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4. Key accountabilities

Position specific

- Service availability and continuity for assigned applications are maintained through disciplined monitoring, support, escalation, and recovery practices.
- Incidents, requests, and vendor actions are managed within agreed service levels, with clear ownership and accurate reporting.
- Security, privacy, audit, backup, and access controls relevant to supported applications are understood, documented, and upheld, in coordination with the Cyber Security Coordinator.
- Documentation and knowledge artefacts remain accurate, current, and useful for users, support teams, and assurance processes, and are captured in CM9 in accordance with the Records Management Policy.
- Build stakeholder confidence and user satisfaction through responsive, customer-focused service.
- Manage digital systems as designated by the Senior Coordinator Digital Operations – including functional and technical support, coordinating upgrades and system enhancements, systems administration, quality control of information.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
    - familiarise yourself with our volunteers policy and standards
    - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
    - undertake training needed to effectively coordinate volunteers
    - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with

Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.
- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5. Duties

- Manage incidents and service requests for assigned application portfolio, including triage, troubleshooting, escalation, communication, and resolution tracking within agreed service levels.
- Monitor application health, reliability, performance, and service issues using available telemetry, alerts, dashboards, or vendor tools.
- Support problem investigation, trend analysis, root-cause identification, and continuous improvement initiatives that reduce recurring issues and improve operational maturity.
- Coordinate with business stakeholders, other Digital Services teams and vendors on defects, upgrades, releases, service issues, and support planning.
- Administer application configuration, user access, and routine operational tasks for supported systems, within approved change and access management processes.
- Maintain accurate documentation, knowledge articles, support procedures, and operational records to support continuity, audit readiness, and user enablement.
- Support testing, release readiness, service transition, and operational handover for application changes and enhancements.
- Provide services and support to ensure Council's website remains current, available and up to date, in partnership with content-owning business units.

- Ensure support activities comply with Council security, privacy, access, backup, and records-management requirements relevant to cloud and enterprise applications.
- Develop and maintain effective working relationships with staff and other key stakeholders across Council.
- Plan and manage assigned tasks or work packages, provide regular status updates, and escalate risks, issues or delays in a timely manner.
- Assigned tasks, documentation and project milestones are completed within agreed timeframes and with early escalation of risks or blockers.
- Participate in training and development activities
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

6. Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name:	
	Signature:	Date:
Supervisor	Name:	
	Signature:	Date: