

Melton City Council

Technical Analyst (Service Support)

Position Description

PD: 00144

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Technical Analyst (Service Support)
Directorate	Organisational Performance
Business Unit	Information Technology
Position Classification	Band 6
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Senior Support Technical Analyst
Supervises	Nil
Internal liaisons	• Service Desk • Business Analysts • Information Technology Project Officers • All Staff
External liaisons	• Supplies • Consultants and Contractors

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **Motivate, Empower, Lead, Trust Open and Nurture** represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Realise the ongoing development and maintenance of applications to enhance their capabilities and support the service desk in resolving technical issues about information systems, including troubleshooting significant problems.
- Assist the Senior Support Technical Analyst in improving business outcomes, enhancing service delivery, and ending customer outcomes through software enablement.

5. Key responsibility areas

- Provide support to the current business information systems for enhancements, patches, and upgrades, including testing, issue resolution, and deliver end-user support and training to subject matter experts with regular supervision.
- Identify and mitigate risks to performance, security, continuity, and availability of information systems, resolve significant technical issues, and assist the service desk in providing effective customer and end-user support subject to regulations and policies.
- Support all service incidents, work requests, problem identification requests, operations, and ongoing service delivery needs by following architecture principles, meeting business requirements and client needs with regular reporting.
- Work with vendors and internal stakeholders to resolve and fulfil small work packages such as product upgrades, vendor patches, application modifications, and server investigations.
- Investigate and identify the root cause of incidents or IT service delivery problems and develop plans to remediate these issues and provide input into the development of policy.
- Manage proactive maintenance of the applications, servers, and digital infrastructure to ensure technology and related services continue to operate without interruption.
- Provide advice on the resolution of issues and provide training on IT services and specific solutions subject to regulations and policies.
- Maintain research, configuration, and operational documentation, and share knowledge about solutions and services proactively and provide formal input into policy development.
- Manage the IT Change control process to execute all changes in a controlled manner, including standard and emergency change procedures.

6. Accountability and extent of authority

- Contribute to developing, implementing, and supporting information systems following IT and formal input into organisational policies, procedures, and customer requirements.
- Manage incidents and support requests from logging to resolution.
- Address and investigative and analytical nature assess risks that threaten the performance, availability, continuity, security, and compliance of information systems and implement mitigation actions using the IT Change control process.
- Support staff to use the existing information systems, obtain feedback on user and customer experience subject to regulations and policies and advise future capabilities.



- Work under regular supervision in compliance with the IT governance and management framework, including prescribed methods, techniques, and tools in managing and developing information systems.
- Manage stakeholder expectations and acceptance during testing and the tracking of issues through to resolution.
- Provide guidance and advice to the IT Services Team for problem resolution subject to regulations and policies and regular supervision.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Recommend specialized solutions and controls for implementation and ensure adherence to the IT change control process for approval and implementation.
- Make decisions generally based on previous experience on the development, management, and maintenance of information systems within the constraints formulated in the relevant service management processes with guidance and advice usually available.
- Initiate problem analysis to uncover structural issues, contribute to significant problems, and develop and propose solutions to new situations to rectify and improve IT services.
- Capture, formulate, and record knowledge, promote ideas and contribute to innovations.
- Assess the impact on stakeholder resources for given change initiatives.

8. Specialist skills and knowledge

- Ability to think and act holistically to develop and maintain information systems and their application within a corporate environment.
- Hands-on experience supporting and managing Microsoft Azure cloud services and infrastructure services such as maintenance Azure Virtual Machines, knowledge on Azure DevOps including CI/CD processes, Azure networking and security.
- Application support experience with service desk management platforms and ITSM tools e.g. Halo, ServiceNow, Ivanti & JIRA etc. Proficiency in designing, implementing, and managing cloud technology services within the Azure platform.
- Solid understanding and knowledge of Council specific applications such as but not limited to ERP system ERP system such as "TechOne OneCouncil, CiAnywhere, DXP and ECM", "Civica Authority.
- Experience of building and maintenance of Microsoft Power Platform such as PowerBI reports.
- Experience providing ongoing maintenance and operational support for OneCouncil ETL processes using backend Azure Logic Apps, ensuring reliable data integration, timely issue resolution, and data quality.
- Experience in addressing and resolving L2/L3 service incidents, working with vendors to determine and fulfil small work packages such as product upgrades, vendor patches, applications, and server investigations.
- Experience with identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.
- Experience performing proactive maintenance to ensure technology and related services continue to operate without interruption.

- Proficient in the deployment, administration, and maintenance of information systems with their components, integration and relationships.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and conducting analysis.
- Knowledge of organisational policies, strategic direction, processes and procedures, customer-specific circumstances and understanding of the long-term goals of the Information Technology unit.
- Knowledge of service management practices, including the software development lifecycle and various development methodologies such as waterfall and agile.

9. Management skills

- Analyse, plan, execute and evaluate scope, work time, cost, and quality targets in work assignments.
- Manage the allocation of work to contractors and suppliers about given work assignments.
- Plan, schedule and monitor own work and time constraints to achieve specific and set objectives in the most efficient way possible within the resources available.

10. Interpersonal skills

- Ability to gain cooperation and assistance from customers, other employees and providers to progress work objectives and the administration of defined activities.
- Well-developed written and verbal communication skills to create and present reports and presentations.
- Ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in the Council to resolve intraorganizational problems.
- Absorb complex information and communicate it effectively to technical and non-technical staff.
- Facilitate workshops and training.

11. Qualifications and experience

- Tertiary qualification in an Information Technology related field with some relevant experience or a lesser formal qualification with substantial experience working within a medium-sized corporate environment in the field of information technology.
- Experience in the support, configuration, administration, and maintenance of business information applications.
- Operational knowledge and expertise in local government council systems.
- Understanding of Systems Development Life Cycle (SDLC) and Agile Methodologies.
- Current valid Victorian drivers licence.

12. Key Selection Criteria

1. Tertiary qualification in an Information Technology-related field with some relevant experience or a less formal qualification with substantial experience working within a medium-sized corporate environment in the field of information technology.
2. Demonstrated ability to provide application support in a similar operating environment.

3. Demonstrated ability to address and resolve L2/L3 service incidents, working with vendors to determine and fulfil small work packages such as product upgrades, vendor patches, applications, and server investigations.
4. Demonstrated experience with identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.
5. Demonstrated ability to gain cooperation and assistance from clients to progress work objectives.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Head of Technology	August 2026	
Approved by Position Title	Date Approved	
Incumbent's name	Signature	Date

