Blacktown City. Made Together

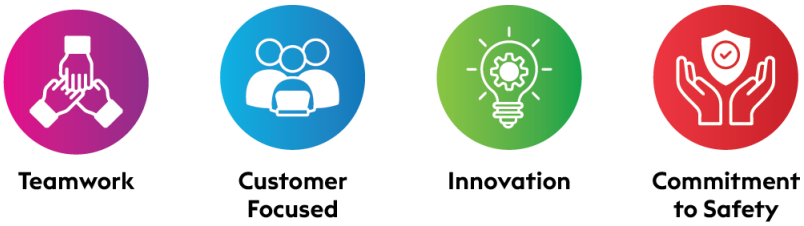
Position description

Application Analyst

Summary information

Section	Digital Services	**Directorate**	Corporate Services
BCC number(s)	BCC1852	**Position type**	Permanent, full-time
Grade	Grade 18	**Skill descriptor**	Band 3 Level 3
Reports to	Senior Coordinator Project Management Office	**Direct reports**	No
Approval limit	$50,000	**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:

- Requirements analysis: Gather, review and clarify business and system requirements, then translate user needs into clear specifications that guide software design and development
- Solution design and documentation: Contribute to software design proposals and prepare practical documentation, such as specifications and use cases, to support development and ensure alignment with organisational standards
- Implementation: including configuring COTS platforms including workflows, forms and business rules develop reports and dashboards perform or support data migration and validation configure integrations using platform tools where applicable
- Testing and quality support: Assist with software testing by preparing test scenarios, validating results and confirming that solutions meet agreed acceptance criteria and quality expectations
- Stakeholder engagement: Work with business users, project managers, developers and testers to share information, confirm understanding and translate business needs into technical requirements
- Implementation and support: Support software changes from implementation through to adoption, including system integration, user guidance, issue resolution and post-release support.

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 qualifications in Computer Science, Information Technology or a related field
- Solid experience in the following:
    - Information Technology and business system service delivery in a large organisation and in the implementation
    - configuration, management and integration of complex systems
    - delivery of complex analytics and reporting
    - overseeing the design, development, and implementation of digital systems as part of a complete software product lifecycle and optimising and integrating business processes across disparate systems.
- Experience with Office365, Customer Relationship Management (CRM) applications, TechnologyOne Enterprise Resource Planning system, and Content Manager 9 records management system
- Current class C driver's licence.

Desirable:

- Experience developing and supporting on-premises and cloud hosted systems in local government
- Experience with Agile and Waterfall software development methodologies
- ITIL v3 Foundation Certificate
- The ability to administer an environment which includes multiple databases and applications
- Project Management Certification.

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

- End to end delivery: owns delivery of assigned changes from requirement through to production accountable for quality, completeness and fitness for purpose of configured solutions responsible for post-implementation validation and issue resolution.
- On-time and on-budget delivery: Complete software solutions within agreed timeframes and budget limits by meeting project milestones, managing assigned work effectively, and escalating delivery risks early.
- Quality of deliverables: Deliver software outputs that meet agreed acceptance criteria, achieve strong test results, and minimise post-release defects or production issues.
- Customer Experience: assess user experience impacts of system changes design solutions that minimise effort and improve usability support measurement of adoption and service effectiveness identify and recommend improvements based on feedback and usage.
- Stakeholder satisfaction: Provide solutions that meet business and user needs, supported by clear communication, stakeholder feedback and formal acceptance where required.
- Standards and process compliance: Apply approved organisational standards, delivery methods and quality frameworks so documentation, processes and solutions remain compliant and audit ready.
- 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

- Facilitate requirements workshops: Plan and run user requirements sessions, capturing stakeholder questions, feedback and needs to produce clear requirement definitions.
- Prepare specifications: Develop clear requirements documents and use cases that accurately communicate user needs to the development team.

- Align designs to standards: Review proposed designs and user interfaces to ensure they meet captured requirements and comply with relevant UI, data and organisational standards.
- Share analysis outcomes: Present requirements, findings and design decisions to developers, testers and project team members so the solution is understood consistently.
- Record key decisions: Document design choices and the reasons behind them to maintain a clear audit trail for future reference.
- Identify and escalate risks: Raise project risks or issues, such as scope changes or technical constraints, with project managers or senior staff in time to support mitigation.
- Manage assigned work: Prioritise and complete assigned tasks in line with project timelines, providing regular progress updates to supervisors or project managers.
- Analyse data and prepare reports: Create ad hoc queries and custom reports to support analysis, troubleshooting and informed business decisions.
- Troubleshoot and resolve issues: Investigate application, data and technical problems during development and after release, documenting resolutions to support service continuity.
- Support users and maintain documentation: Provide post-implementation support, train users on new features, and maintain process and system documentation in approved repositories.
- Ensure documentation meets defined standards and is version controlled.
- Update documentation following all changes ensure traceability from requirements, to configuration, to support materials.
- Service Transition: prepare solutions for support handover and ensure knowledge articles are created. Validate support readiness prior to release and provide support during the hypercare period.
- 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: