

Melton City Council

System Applications Support Officer

Position Description

PD: 00737

A welcoming and liveable
City accessible to all

1. Position details

Position Title	System Applications Support Officer
Directorate	Organisational Performance
Business Unit	Technology
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Technical Lead
Supervises	Nil
Internal liaisons	• All Council Staff • Program Director • Business Managers, leads and SMEs
External liaisons	• Other Councils • Vendors • Consultants

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture 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

- The Systems Administrator is responsible for maintaining, configuring, and managing Council's OneCouncil system (TechnologyOne platform).
- Responsible for system configuration, troubleshooting technical issues and solutions, supporting, and training users and acting as the key point of contact with the vendor and stakeholders to plan, test and manage issues, updates and enhancements.

5. Key responsibility areas

- Oversee the administration of the TechnologyOne OneCouncil platform across the Council environment, ensuring smooth daily operations while providing support for the platform's technical integrations.
- Work to achieve self-set goals, taking on challenging tasks, when necessary, to achieve them; work in an environment where there are large volumes of customer requests characterised by tight timelines, conflicting priorities, and competing expectations to achieve successful outcomes.
- Provide onsite and remote software application support for SaaS and non-SaaS software for both the test and production environments, and for network issues for end users to facilitate the efficient and productive use of systems.
- Diagnose and resolve technical issues efficiently, escalating to higher-level support when necessary.
- Liaise with stakeholders, peers, industry bodies and other government agencies with the objective of gaining co-operation, influencing views and meeting timelines for delivery of project, service, or advice.
- Provide regular updates to the Technical Lead on the status of system configuration updates and testing through frequent progress reports
- Monitor, improve and maintain IT service support practices and enhancements based on evaluations, feedback and reflections.
- Document system configurations, processes, changes, issues, and solutions clearly and accurately for future reference.
- Collaborate with internal teams to support business goals and IT initiatives to identify opportunities and deliver solutions for process improvements.

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 for new ERP.
- Provide guidance and advice to the IT Services Team for problem resolution.
- Manage incidents and support requests from logging to resolution using ITIL.
- Assess and analyse risks that may impact the performance, availability, continuity, security, and compliance of information systems, ensuring appropriate mitigation actions are identified and implemented through the IT Change Control process.

- Support staff to use the existing systems, obtain feedback on user and customer experience subject to regulations and policies and advise future capabilities.
- Apply, contribute, and execute major-incident, problem, technical-change, asset/configuration, availability/capacity/continuity/security management processes.
- 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

- Ability to provide high quality support to employees and resolving technical (data and software) incidents, requiring the application of analytical, conceptual, problem-solving, troubleshooting, risk management and decision-making skills.
- Identify obsolete and inefficient practices and recommend changes where appropriate, applying established techniques to new situations.
- Diagnose trends, obstacles, or opportunities in the internal and external environment, which connect to own/entity/group goals.
- Guidance is not always available within the organisation.

8. Specialist skills and knowledge

- Ability to think and act holistically to develop and maintain systems and their application within a corporate environment.
- Application support experience with service desk management platforms and ITSM tools e.g. Halo, ServiceNow, Ivanti & Fresh works etc. Proficiency in managing cloud technology services within the TechnologyOne OneCouncil SaaS+ platform and other legacy systems.
- Capable of 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.
- Highly developed skills in identifying the root cause of incidents or IT service delivery problems and developing plans to remediate these issues.
- Skilled in 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 in the search for solutions to new problems and opportunities.
- Knowledge of organisational policies, strategic direction, processes and procedures, customer-specific circumstances and understanding of the long-term goals of the organisation within the legal and political operational context.

9. Management skills

- Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
- Analyse, plan, execute and evaluate scope, work time, cost, and quality targets in 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 despite conflicting pressures.

10. Interpersonal skills

- Excellent interpersonal and communication skills, including the ability to communicate clearly and concisely in written and oral form; able to articulate complex and technical matters in simple terms.
- Willing to be mentored and to share skills, experience, and knowledge via formal and informal collaboration with colleagues.
- Commitment to delivering superior customer experience, prioritise and escalate effectively by understanding the key functions and structure of the Council
- Be able to demonstrate operational thinking and have a positive communication style that will facilitate collaborative and respectful relationships with stakeholders and customers.
- Ability to liaise with counterparts in other organisations and internally to Council discuss and resolve specialist and intra-organisational problems.
- Coach others in using systems thinking to solve problems and create solutions.

11. Qualifications and experience

- Tertiary qualification in IT or equivalent in Computer Science or a related field with several years' experience or lesser formal qualifications with extensive similar experience.
- Hold relevant Information Management & Technology ITIL certification.
- Experience in IT support or system administration, configuration, administration, and maintenance of business information applications within the Microsoft tech stack e.g. SQL databases, PowerShell and APIs etc.
- Experience managing ERP and other systems.
- Experience in recognising and seeking to resolve issues impacting on system performance and make recommendations for solutions that meet operational needs.
- Experience with Windows Server environments, Active Directory, and Group Policy.
- Current valid Victorian driver's licence.

12. Key Selection Criteria

1. Tertiary qualification in IT or equivalent in Computer Science or a related field with several years' experience or lesser formal qualifications with extensive similar experience.
2. Demonstrated ability to provide application support for L2/L3 service incidents and managing configuration updates in a SaaS+ and non-SaaS+ operating environments.
3. Demonstrated communication and teamwork skills to support systems and staff to achieve outcomes by anticipating and resolving issues.
4. Demonstrated experience to create and maintain documentation in accordance with policies and procedures.
5. Demonstrated ability to communicate with diverse stakeholder groups in technical and business process terms to improves others' skills and learning opportunities.

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

Chief Information Officer
Approved by Position Title

August 2026
Date Approved

Incumbent's name

Signature

Date

