

Role Description

Application Support Analyst



Cluster	NSW Health
Agency	Cancer Institute NSW
Division	Corporate Services
Location	St Leonards
Level	Health Manager Level 1
Kind of Employment	Permanent
ANZSCO Code	263212
Role Number	708347 708349
PCAT Code	1536063
Date of Approval	August 2020
Agency Website	www.cancer.nsw.gov.au

Overview

The Cancer Institute NSW is the NSW Government's cancer control agency, established to lessen the impact of cancer in NSW. The Institute supports and promotes best practice; working to ensure people across the state, no matter where they live, are provided the same high-quality treatment and care that is vital to optimizing the outcomes and quality of life for people diagnosed with cancer.

Driven by the purpose and objectives of the NSW Cancer Plan, the Institute continuously works to:

- reduce the incidence of cancer
- increase the survival rate for people with cancer
- improve the quality of life of people living with cancer
- provide a source of expertise on cancer control for the government, health service providers, medical researchers and the general community.

In order to achieve this, the Institute engages with the community, health professionals, researchers, governments and charity organisations to:

- provide information, resources and advice about preventing cancer
- promote the importance of early detection through cancer screening programs and community awareness
- provide grants that build research capacity and foster innovation in, and translation of, cancer research into improved cancer outcomes
- maintain quality information repositories about cancer in NSW to inform future policy and health planning
- establish partnerships with cancer healthcare professionals to develop and evaluate programs to improve the quality of cancer treatment and care in NSW.

Primary purpose of the role

The Application Support Officer provides broad-ranging support to users to troubleshoot and resolve issues of moderate complexity across the organisations' applications and ICT environment.

Key accountabilities

- Providing specialist first level technical application support to teams within the organisation, and to external clients when required, and identifying and resolving technical application issues and escalating where required.
- Possessing specialist knowledge of corporate applications, business processes, devices and software.
- Providing Frontline service for Cancer Institute specific requests and managing the Institute's tickets within the eHealth NSW IT Service Management query system and ensuring comprehensive database of queries and resolutions is kept up to date.
- Providing regular and customised technical application training to teams within IM&T and out with the business and ensuring that knowledge of relevant policy, procedures and standards are maintained.
- Create and maintain support documentation to assist others in restoring application services and reduce the impact of unplanned outages.
- Managing Institute Active Directory Groups and User Access Management System.
- Developing a deep understanding of business processes and how they interface with applications and systems, and writing process documentation where required.
- Identify enhancements required to applications in order to better meet business requirements and processes and preparing maintenance plans and upgrading schedules for the organisation's systems.

Key challenges

- Developing a deep knowledge and technical capability across diverse and dynamic platforms, applications and business processes.
- Maintaining a highly professional, performance based, innovative, responsive and accountable customer service culture
- Developing an appropriate balance between the need to address immediate support issues with regard to longer term implications and objectives
- Establishing collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team/project/business goals.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">▪ Escalate issues, keep informed, advise and receive instructions
Work team	<ul style="list-style-type: none">▪ Guide, support, coach and mentor team members▪ Participate in meetings to obtain work group perspective and share information▪ Work collaboratively to contribute to achieving the team's business outcomes
Clients/Customers	<ul style="list-style-type: none">▪ Provide advice and assist with solving issues
External	
eHealth	<ul style="list-style-type: none">▪ Work with eHealth to provide resolution to issues

Role dimensions

Decision making

Escalation point for the application platforms and systems team.

Team

The team is focused on strengthening business relationships and ensuring an enhanced user ICT experience.

Reporting line

The Application Support Analyst reports to the ICT Technical Team Lead.

Direct reports

The Application Support Analyst has 0 direct reports.

Budget/Expenditure

N/A

Essential requirements





- Demonstrated understanding of Microsoft active directory and exchange technologies and broad generalist ICT experience.
- Demonstrated understanding of client, server, storage and backup and mobile device technologies. Knowledge of and or experience in Agile working environments, would be highly advantageous.
- Demonstrated ability to apply sound knowledge of application technology to meet business requirements.
- Strong interpersonal skills, with the capability to communicate, train and work with non-technical users – translating technical information to non-technical user groups.
- A minimum of 2 years' experience in a similar role.
- Tertiary qualifications in an Information Systems related discipline and/or relevant industry experience.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities


The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Work through challenges • Stay calm and focused in the face of challenging situations • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Service Management, Service Operation, Service desk and incident management	Level 3 – USUP
	Service Management, Service Operation, IT Operation	Level 2 – ITOP
	Service Management, Service Operation, Application support	Level 3 – ASUP

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Service Management, Service Operation, Service desk and incident management	Level 3 – USUP	Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.