CITY OF STONNINGTON
Position Description

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Stonnington.
Work that matters.
People who make
a difference.

POSITION TITLE:	Application Systems Administrator	CLASSIFICATION:	7
REPORTS TO:	Coordinator Application Services	DIRECTORATE	Organisational Capability
DEPARTMENT:	Technology Enablement	TEAM:	Application Services

OUR STRATEGIC CONTEXT

PURPOSE	Our organisation is accountable, sustainable, and delivering effective services to our community.
VISION	Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.
VALUES	Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.
COUNCIL PLAN	A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

The Application Systems Administrator role is responsible for the implementation, maintenance, and optimisation of council's enterprise application systems, with a preference for candidates experienced in managing local government-specific software including TechnologyOne OneCouncil P&R, Microfocus Content Manager, Aurion Payroll, ReadyTech Town Planning, ReadyTech AssetMaster and ReadyTech HealthManager.

It is this roles responsibility to ensure that council systems are sourced, configured and operated in a manner that meets the organisations needs. The position requires a deep understanding of application architecture, system integration and familiarity with SQL database administration. The role also includes working collaboratively with cross-functional teams and software vendors to resolve complex issues.

RESPONSIBILITIES	KEY OUTCOMES
Application Systems Management & Deployment	• Plan, install, configure, and upgrade application systems to ensure smooth integration with infrastructure and datasets. • Manage user access, permissions, and security policies to safeguard data integrity. • Oversee system patches, updates, and upgrades to maintain compliance, security, and performance.
Performance Monitoring and Optimisation	• Proactively monitor system uptime, reliability, and responsiveness. • Identify performance bottlenecks and implement optimisation strategies. • Ensure systems operate efficiently to meet business requirements.
Troubleshooting, Issue Resolution & Support	• Diagnose and resolve application issues such as crashes, data inconsistencies, and connectivity problems. • Provide technical support to users and stakeholders. • Reduce downtime through timely escalation, resolution, and root cause analysis.
Security, Compliance & Risk Management	• Apply and maintain security controls to protect sensitive data. • Ensure compliance with organisational standards and regulatory requirements. • Mitigate risks by addressing vulnerabilities through upgrades and monitoring.
Collaboration, Documentation & Continuous Improvement	• Collaborate with vendors, engineers, and project teams for system integration and enhancements. • Develop and maintain clear documentation for configurations, procedures, and change management. • Share knowledge with team members to support skills development and continuity.

KEY WORKING RELATIONSHIPS

Direct reports: Coordinator Application Services

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Internal:	Application Systems Stakeholders, Technology Enablement Stakeholders
External:	Application Systems Vendors and 3rd party consultants

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	• Responsible for leading key projects, programs, or services with a high level of autonomy, ensuring alignment with organisational objectives and community needs. • Accountable for interpreting and applying internal policies, procedures, and relevant legislation, ensuring compliance with statutory obligations and industry standards
Judgement and decision making	• Strong problem-solving skills, requiring the application of specialised methods, procedures, and processes developed from theory or precedent. This involves recognising when established techniques are not appropriate, with guidance not always available within the organisation. • Competent in addressing intellectual challenges, enabling the identification and analysis of an unspecified range of options before making informed recommendations • Proficient in assessing well-defined objectives and selecting appropriate methods or processes, while addressing complex issues through innovative solutions and ensuring decisions align with strategic objectives, maintaining accountability and transparency.
Specialised knowledge and skills	• Demonstrates and initiates long-term goals for the function while aligning with relevant policies by setting clear objectives, developing strategic plans, and ensuring all activities are in line with organisational policies and long-term vision. • Understanding of information architecture and content management systems. • Skills in researching to enhance information and service delivery, particularly in a social and political context. • Working knowledge of social media and online communications tools such as EDMs. • Strategic mindset with a proven track record of taking organisational strategy and distilling this into clear messages and stories to engage audiences.
Interpersonal skills	• Ability to gain cooperation and assistance from colleagues and stakeholders. • Ability to develop team members and colleagues in the administration of broadly defined activities/tools. • Proficient in liaising with counterparts in other organisations to discuss and resolve specialist problems, fostering collaboration and communication across different entities. • Skilled in working with employees within the organisation to address and resolve intra-organisational issues, promoting a cohesive and productive working environment.
Qualifications and Experience	• Lead the investigation and analysis of application systems and use such information to determine appropriate decisions and resolve problems. • Provide advice and support to all internal employees on application systems projects, activities and issues. • Use specialist skills and knowledge to solve problems for application systems. • Resolve problems or issues autonomously using expert knowledge and good judgement. • Must possess a current [Working with Children Check/Valid Police Check] or be willing to obtain both prior to commencing employment • This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards. • **Licensing and Background Checks:** Current Victorian driver's licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).

City of Stonnington proudly acknowledges the Wurundjeri Woi Wurrung and Bunurong peoples of the East Kulin Nations as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.

Capability Framework: Level 2 Accomplished	
Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions	
Project Management	Develop skills in planning, executing, and overseeing projects by effectively managing resources, monitoring progress, and ensuring alignment with objectives and budgets for successful project completion.
Change	Drive organisational change by identifying opportunities for improvement, implementing new processes, and ensuring smooth transitions while engaging and supporting stakeholders.
Communication	Enhance communication skills to foster collaboration, clearly convey complex information, and effectively influence decisions while resolving conflicts and building strong relationships.
Good governance	Ensure adherence to policies, legal requirements, and ethical standards by making transparent, accountable decisions and mitigating risks through continuous evaluation and improvement.
Achievement	Achieve organizational goals by setting clear objectives, prioritizing tasks, and delivering results efficiently, while consistently striving for quality and continuous improvement
Leadership Impact	Lead teams by influencing strategic decisions, developing talent, fostering collaboration, and driving long-term organisational success through effective leadership and mentorship.

WHAT WE ARE ALL RESPONSIBLE FOR	
Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: Sep 2025

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