CITY OF STONNINGTON
Success Profile

Stonnington.
Work that matters.
People who make
a difference.
City of
STONNINGTON

POSITION TITLE:	Application Systems Administrator	CLASSIFICATION:	7
REPORTS TO:	Coordinator Application Services	CONTRACT:	Permanent
DEPARTMENT:	Technology Enablement		

OUR STRATEGIC CONTEXT

VISION Our community is a safe, inclusive and creative city that celebrates and embraces its vibrancy of cultures.

COUNCIL PLAN A thriving and unique place; an inclusive and healthy community; and a people-centred and future-ready city.

VALUES Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

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
System Patching and Upgrades	» Ensure patches and upgrades are delivered to enable the operation and maintenance of systems.
Performance Monitoring and Optimisation	» Monitor system performance, troubleshoot issues, and implement upgrades or improvements to optimise system operation.
Application Systems Support	» Provide Tier 2/3 support for end-users and resolve escalated application issues.
Patch Management and Upgrades	» Ensure all systems are regularly updated with patches, upgrades, and fixes to maintain security, compliance, and optimal performance.
Security and Compliance	» Implement and maintain security controls to protect sensitive information and ensure compliance with organisational policies and regulatory requirements.
System Integration	» Collaborate with security and network engineers, software vendors and integration specialists to ensure seamless operation of applications and systems infrastructure.
Documentation	» Create and maintain detailed documentation on system configurations, procedures, troubleshooting processes, and change management.
Project Management	» Lead or contribute to projects that involve the implementation or enhancement of applications and systems.

KEY WORKING RELATIONSHIPS

Direct reports:	Coordinator Application Services
Internal:	Application Systems Stakeholders, Technology Enablement Stakeholders
External:	Application Systems Vendors and 3rd prty consultants

REQUIRED SKILLS AND COMPETENCIES

Accountability and extent of authority	• Authority to provide advice to internal enquiries & resolve application services issues in accordance with Council policies and procedures. • Ensure strategies in relation to application services are understood by all employees. • Provide formal input into the development and maintenance of application services frameworks, systems and policies.
Judgement and decision-making	• 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.
Specialist knowledge and skills	• Experience in business application systems and database systems as part of performing a similar or equivalent role in the past. • Excellent analytical and problem-solving skills to readily identify, understand and resolve problems and define enhancement opportunities. • Preferred experience working with local government-specific software, such as TechnologyOne OneCouncil P&R, Microfocus Content Manager, Aurion Payroll, ReadyTech Town Planning, ReadyTech AssetMaster and ReadyTech HealthManager.
Interpersonal skills	• Strong problem-solving and analytical skills. • Excellent communication and interpersonal skills. • Ability to manage multiple priorities in a fast-paced environment. • Attention to detail and commitment to continuous learning. • Strong organizational and project management skills.
Qualifications and experience	• Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent experience. • 5+ years of experience in system administration, including SQL database administration. • Experience with various application platforms, such as ERP, CRM, database management, and cloud-based applications. • Ability to complete a satisfactory Police Check

WHAT WE ARE ALL RESPONSIBLE FOR

Service Promises

» We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

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.

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.

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:	11/11/2024

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.