

## POSITION DESCRIPTION

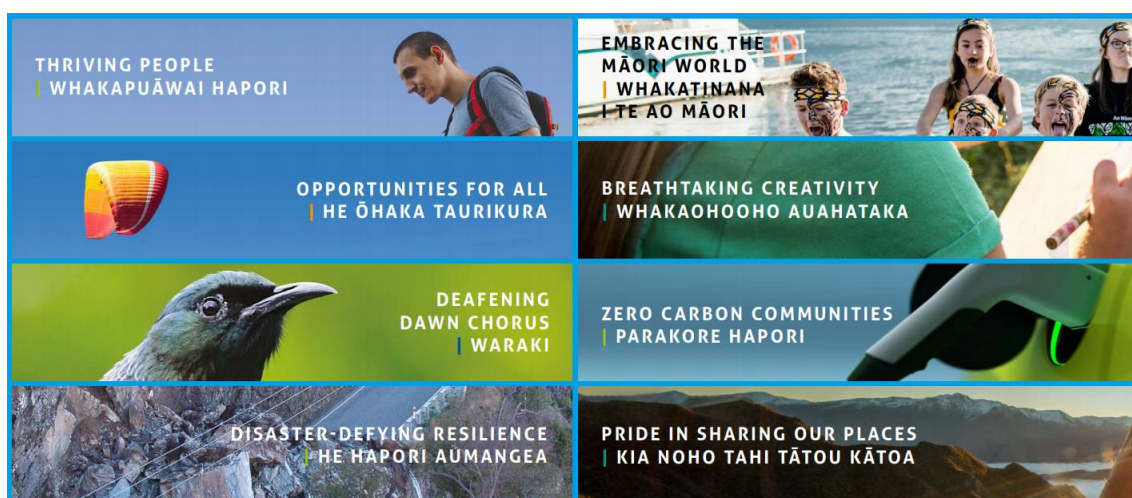
<b>Position:</b>	Application Support Analyst
<b>Department:</b>	Knowledge Management
<b>Location:</b>	Queenstown
<b>Reports to:</b>	Business Systems Manager
<b>Date:</b>	July 2021

### BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031<sup>1</sup>. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031<sup>2</sup>. The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade<sup>3</sup>.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



<sup>1</sup> QLDC demand projections, July 2020

<sup>2</sup> QLDC demand projections, July 2020

<sup>3</sup> Draft QLDC Ten Year Plan 2021 - 2031

## VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



## PURPOSE

The Application Support Analyst role provides technical support and capacity across the Business Systems team and provides level 2/3 support for our ERP Solution (Technology One) to our end users.

Detailed technical knowledge of bespoke systems integration, web services and SQL development is needed. The Application Support Analyst will work closely with the Data Systems Analyst and the Technical Solutions Analyst to support the Business Systems team, provide additional operational resource and improve team resilience.

The Application Support Analyst will assist with the implementation and support of core applications used by the Council and be a key technical resource for the support of the ERP Solution.

The Application Support Analyst will assist with technical knowledge transfer between the Business Systems team and the rest of the Knowledge management wider teams.

This position requires strong problem solving, communication and interpersonal skills. As well as technical experience, a flexible approach and a broad understanding of ICT is required.

## KEY TASKS

### **Systems & Application Support**

- Support existing integration technologies created using the Microsoft SQL Stack including SQL Server development and SSIS, .Net (C# & ASP.Net 5), Web API.
- Assist with SQL development tasks i.e. write stored procedures and database functions.
- Monitor existing data integrations with 3<sup>rd</sup> Parties.
- Ensure availability of QLDC systems and performance is regularly optimised.
- Assist with the installation, update and maintenance of 3rd party applications as required.
- Extract data as required from these applications to assist with reporting or data flows.
- Provide application support for other systems.
- Log Action Request cases and liaise with external support providers to resolve technical issues where required.

### **Support specialist for ERP solution**

- Provide level 2/3 operational support for the ERP Solution (TechnologyOne)
- Gain and provide technical process knowledge of TechnologyOne
- Log Action Request cases and liaise with external support providers (AMS) to resolve technical issues where required.
- Ensure availability and performance of TechnologyOne is maintained at all times.
- Ensure overnight processes have run correctly and correct any issues.
- Assist with testing of TechnologyOne package releases.
- Assist with the implementation programme of new TechnologyOne modules. E.g. online applications, online viewing of consents, etc.

### **End user support**

- Provide excellent customer service at all times, both in aptitude and attitude. Adhere to organisational values.
- Field escalated problem tickets from end users to resolve application and software issues relating to our ERP and associated applications.
- Own the problem ticket through to resolution, ensuring the issue and resolution process is appropriately documented.
- Perform post-resolution follow-ups to ensure problems have been resolved for the end user.
- As part of the Knowledge Management team provide well balanced and technically sound advice on new ICT projects. Help evaluate new technology.
- Create and update knowledge bases, and frequently asked questions resources on company intranet to assist in self-service problem resolution.

### **Business reporting**

- Work with the rest of the team to develop and report on business wide functions.
- Understand and document data sources, ensure data source changes are logged.

### **Corporate Responsibilities**

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

### **KEY RELATIONSHIPS**

#### **Internal:**

- QLDC staff
- Knowledge Management team
- Business Systems Manager
- Chief Information Officer
- General Managers

#### **External:**

- Suppliers, Service Contractors, 3rd Party Data\Software vendors
- Other Councils

### **ACCOUNTABILITIES AND DELEGATIONS**

#### **Financial Authority**

- No financial delegations.

#### **Staff Authority**

- No staff management responsibility.

#### **Contractual Authority**

- No contractual authority.

### **PERSON SPECIFICATION**

#### **Education**

- Tertiary qualification, preferably in information technology/systems

#### **Experience**

- Familiar with, Microsoft SQL Integration Services, Microsoft SQL Reporting Services.
- Familiar with programming languages, ideally Microsoft .Net (C#)
- Proven practical experience in the IT industry with information systems, of at least 2 years.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques, of at least 5 years
- An understanding of TechOne products highly advantageous.
- Familiar with cloud computing methodology and concepts.

- Understanding of on premise to cloud-based migration processes.
- A balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict.
- Strong positive end user contact and support experience.
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Excellent interpersonal skills. Relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- ITIL qualification highly advantageous

## COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance to all legal/statutory and company requirements for Health and Safety</li> <li>• Adheres to all QLDC's Health &amp; Safety policies and procedures</li> <li>• Is actively involved in QLDC's health and safety systems</li> <li>• Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required</li> <li>• Reports any pain, discomfort or other health &amp; safety concerns as soon as possible</li> <li>• Ensures all accidents, incidents and hazards are reported using QLDC's Health &amp; Safety reporting procedures</li> </ul>

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision quality	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results
Organising	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.