

WHITEHORSE CITY COUNCIL

Position description

Job title: Application Support Analyst	
Classification: Band 6	Effective Date: 1 October 2025
Reports to: Coordinator, Platforms & Security	Tenure: Permanent Full Time

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values, we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

This position is responsible for efficiently supporting and administering council's corporate applications. Working in a customer focussed IT team, the role provides sound professional advice to customers to align with the business processes and system needs of the organisation.

Key Responsibilities

Position Specific Responsibilities

- Actively contribute to the delivery of customer focussed solutions that align with current strategies
- Proactively engage with staff and vendors to ensure applications are meeting business requirements
- Engage with staff and vendors to ensure rapid resolution of any issues
- Provide advice on the use of information systems and business applications in line with the Organisational Technology Strategy and IT policies
- Provide first and second level helpdesk support for resolution of user problems with corporate applications as directed by the team leads and manager
- Actively research and maintain knowledge currency related to application and business systems technologies
- Provide technical administration and support of nominated systems
- Assist with the implementation, upgrade of systems, including user acceptance testing and training to ensure the quality of the product and to ensure smooth execution
- Optimise system security by routinely managing and/or performing necessary application and operating system upgrades and patching in conjunction with system owners and server infrastructure team
- Maintain up to date and relevant application and other documentation to support business applications and functions
- Ensure change management frameworks and best practice guidelines are followed

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety
- Have an understanding of Local Government and its complexities
- Have an understanding of Best Value, Privacy and other governance principles and demonstrated ability to report on compliance of these principles

Authority

Budget: Nil.

Staff responsibility: Nil.

Decision Making:

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.

Key Relationships

- The incumbent liaises with staff at all levels within the Organisation including, Manager and Coordinators within Organisational Technology department, Executive, Managers, Business Support teams and the user base.
- The position is required to maintain a professional relationship with service providers, staff associations, vendors.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- Tertiary qualifications in Information Technology combined with relevant experience
- Experience in the administration and support of corporate systems and applications
- A strong appreciation of system analysis principles
- Capacity to respond to the needs of a community-focussed organisation
- A blend of IT systems analysis and business process skills
- Positive attitude, detail and customer oriented with good organisational ability
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Understanding of technology required for a Local Government organisation
- Knowledge of business analysis diagramming techniques
- Knowledge in the configuration, maintenance, and troubleshooting of a Microsoft SQL environment
- Understanding of PC software and hardware and how it is configured
- Understanding of mobile devices and mobile device management software
- Understanding of computer networks
- Knowledge and skills in API technologies
- Knowledge of ICT trends, issues and opportunities
- Excellent consulting, writing, editing, presentation and communication skills.

Interpersonal

- Excellent verbal and written communication skills to enable effective communication with all levels of management, employees and external contacts
- Strong customer service ethic and focus on service delivery
- Highly developed negotiation and consultation skills
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.

Key Selection Criteria

1. Relevant tertiary or post graduate qualification in the area of Information Technology or similar
2. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation
3. Demonstrated ability to provide technical applications administration, business analysis, the provision of application support to customers and knowledge in API and integration technologies
4. The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: