

<b>Job title:</b> Business Application Support Specialist – Oracle	
<b>Classification:</b> Band 6	<b>Effective Date:</b> 1 August 2023
<b>Reports to:</b> ERP Finance Specialist	<b>Tenure:</b> 29 February 2024

### 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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our 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.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

This position is responsible for supporting staff in their use of Council's corporate business applications, specifically focussing on Oracle Cloud Fusion ERP. With a strong customer focus, the role provides exceptional professional advice, and support to ensure capable, confident and efficient use of applications. As part of a cohesive and collaborative post go-live team, the role works closely with Functional Leads, SMEs and IT Support. The role contributes to group decision making to ensure application and process improvement opportunities are captured and realised.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide support and advice to end users of Oracle Cloud Fusion ERP comprising Finance, Procurement, Human Capital Management (HCM) and Learning modules.
  - Understand the core processes and activities associated with each of the modules.
  - Review support tickets and provide prioritised support to individuals and teams as necessary.
  - Identify high volume, repeat issues and explore resolution of root cause.
  - Refer to design and system documents to prepare FAQ, hints and tips to support users to resolve current issues and mitigate recurrence of issues.
  - Foster a self-help in the first instance mentality.
  - Encourage a culture of learning by creating supported troubleshooting and issue resolution via shadowing opportunities.
  - Proactively contribute to and provide training to ensure the efficient system use and enable quality customer outcomes are supported by enterprise systems.
  - Review all logged tickets and allocate to support person/group to address.
- As part of the post go-live support team, contribute to group decision making and the activities of Functional Leads, SMEs and external support vendors to support improved customer experience and system efficiencies.
  - Analyse and assess current practices and processes to develop new and improved approaches and system enhancements for both customer-centric process improvement and internal efficiencies.

- Actively contribute to the update and maintenance of the Issues and Actions master tracking sheet, owning and ensuring progression of items added.
  - Contribute to centralised communication efforts to share updates and information with users, including improvements, additional features and known issues.
  - Report issues/errors in a timely manner to Functional Leads/IT and ensure appropriate communications are in place with application users/owners and vendors.
  - Assist Finance with end of month and ad hoc business application activities to support Oracle Cloud Fusion ERP cyclical and on-demand reporting and compliance.
  - Assist as needed with general enhancement, fix and quarterly regression testing.
- Employ well considered analytical approaches and conceptual thinking to support decision making, handling and communicating high level concepts and complexity.
  - Proactively identify data risks and issues affecting the delivery and efficiency of processes and work with stakeholders to mitigate these risks.
  - Maintain knowledge related to developments in the Oracle Cloud Fusion modules.
  - Contribute to and help maintain support documentation for Oracle Cloud Fusion

#### *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.

### Accountability and Extent of Authority

**Budget:** Nil

**Staff responsibility:** Nil.

## Key Relationships

The position liaises with employees at all levels within the Organisation including, Manager Information Technology, Executives, Managers and the user base.

The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.

## Judgement and Decision Making

Exercise judgment and solve complex problems. Takes an innovative approach to independent and group decision making. The freedom to act is governed by objectives, policies and budgets with a regular reporting mechanism in place. Exercise loyalty, judgment and discretion regarding confidential issues.

## Specialist Knowledge and Skills

### Other Technical Skills

- Specialist knowledge of business applications with specific emphasis on Oracle Cloud Fusion ERP.
- An understanding of common Finance, Procurement, Human Capital Management (HCM) and Learning business processes.
- Client focused support and relationship management skills providing individual and at times group learning and development advice to uplift capability and confidence in core business applications.
- Identification and root cause analysis of high priority and repetitive issues
- A blend of IT systems analysis, problem solving and prioritisation skills

### Interpersonal

- Positive attitude, detail and customer oriented with good organisational ability.
- Excellent verbal and written communication skills to enable effective communication and negotiation with all levels of management, employees and external vendors.
- Strong customer service ethic and focus on service delivery.
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- Highly developed prioritisation, negotiation and consultation skills
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.

### **Certificates/Licences and Experience:**

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### **Qualifications and Experience**

- Relevant tertiary or post graduate qualification in the area of Information Technology, application support and analysis or similar with a finance background being desirable.
- Experience working across a complex and diverse organisation with demonstrated success delivering effective outcomes with consideration to diversity and inclusion.

### **Notes and Comments**

- The incumbent may be required to work from different locations within the municipality.
- The incumbent may be required to attend out of hours work meetings.

### **Key Selection Criteria**

1. Relevant tertiary or post graduate qualification in the area of Information Technology, application support and analysis or similar with a finance background being desirable.
2. Experience providing exceptional professional advice and support to ensure capable, confident and efficient use of technology.
3. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.
4. Demonstrated ability to provide technical Oracle Cloud Fusion ERP support to customers.
5. 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

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.	NIL		
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	NIL		
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	NIL		
<b>Standing</b> Tasks involve standing in an upright position	NIL		
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	NIL		
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
<b>Lifting/Carrying</b> Tasks involve raising, lowering, and moving objects from one level position to another	NIL		
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	NIL		
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	NIL		