Whitehorse City Council

Position description

Position title: Modern Workplace Analyst	
Classification: Band level 7	**Effective Date**: 11th Jan 2027
Reports to: Coordinator Technology Operations	**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 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	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	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

The position is responsible for administering, supporting and continuously improving Council's Microsoft 365 environment and associated productivity platforms. This includes collaboration and document management services, user access, licence allocation, service health monitoring, reporting, application support, vendor coordination and operational improvement. The role also supports a range of corporate productivity applications such as Adobe, AutoCAD, ClickSend, Kiteworks, Autocad and other licensed software platforms, ensuring effective access, utilisation, compliance and customer-focused support across the digital workplace.

Key Responsibilities

Position Specific Responsibilities

- Administer and support Microsoft 365 services including Teams, Exchange Online, SharePoint Online, OneDrive, Microsoft 365 Groups, licence management, service health monitoring, reporting, maintenance and issue resolution.
- Manage user access, permissions, groups, roles and licence allocation for Microsoft 365 and nominated productivity applications in accordance with approved access management procedures and provide advice on appropriate access controls.
- Monitor, analyse and optimise software licence usage across Microsoft 365 and other productivity platforms to support compliance, cost control, renewal planning and effective utilisation, and contribute to strategic licence management decisions.
- Administer and support corporate productivity applications such as Adobe, AutoCAD, ClickSend and other licensed software platforms, including user access, licence assignment, troubleshooting, vendor escalation and lifecycle support.
- Diagnose and resolve incidents and problems raised by customers via the service desk, ensuring timely response and resolution in accordance with agreed service levels.
- Maintain accurate incident, problem, access, licence, configuration and resolution information in relevant systems and knowledge repositories.
- Support software onboarding, changes, updates, renewals, entitlement reviews and operational improvements for assigned Microsoft 365 and productivity application services.
- Support the development, packaging, configuration, and testing of zero-touch application deployment solutions using modern endpoint management platforms, ensuring efficient application lifecycle management, automated provisioning, and minimal user intervention.

- Develop and maintain support procedures, knowledge articles, usage guidance and training materials for Microsoft 365 and productivity applications.
- Provide informed advice on Microsoft 365 features, productivity tools, licence options and opportunities to improve collaboration, information management and user experience.
- Work collaboratively with internal technology teams, business stakeholders, Procurement, Finance and vendors to support stable, secure and cost-effective digital workplace services.
- Ensure change management frameworks, security requirements, standards, audit documentation and best practice guidelines are followed.
- Monitor service health, performance, availability, recoverability and usage reporting for Microsoft 365 and nominated productivity application services and identify opportunities for improvement.
- Resolve Microsoft 365, application, hardware/software interface and interoperability issues, escalating complex technical matters where required.
- Provide operational support for selected communication services, including Teams Calling, Genesys Cloud and related vendor coordination, where required.
- Provide input into the analysis and improvement of services, policies, processes and systems that support high quality, flexible and customer focused service delivery.
- Evaluate new technologies and provide technical reviews and improvement recommendations.
- Participate in projects under the direction of Coordinator Technology Operations.
- Provide support and scheduled work outside normal office hours where required and approved.

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

Judgement and Decision Making

This position requires applying specialist technical knowledge and experience to analyse complex issues, assess options and determine appropriate solutions within established policies, standards and service priorities.

The position exercises significant judgement in relation to Microsoft 365, productivity applications, unified communications, telecommunications and related digital workplace services, including the assessment of service impacts, risks, dependencies and service improvement opportunities. Problems are often complex, multi-faceted and may require the development of new approaches or the adaptation of existing practices to achieve effective outcomes. • The position makes decisions within delegated authority that influence the quality, reliability, security and cost effectiveness of services, and escalates strategic, architecture, budgetary and high-risk matters to the Coordinator Technology Operations, Network Engineer or IT leadership as appropriate.

While guidance is available on policy and organisational direction, the incumbent is expected to work with considerable independence and determine when issues require higher-level input.

Specialist Knowledge and Skills

Licences and Experience:

- A relevant tertiary qualification in Information Technology, Computer Science or equivalent knowledge gained through substantial hands-on experience in an Information Technology environment.
- Demonstrated advanced experience administering Microsoft 365 services including Teams, Exchange Online, SharePoint Online, OneDrive, Microsoft 365 Groups, admin centres, service health monitoring and licence management, with the ability to interpret usage trends and recommend improvements.
- Demonstrated experience supporting productivity applications and licensed software platforms such as Adobe, AutoCAD, ClickSend or equivalent corporate applications, including vendor liaison and service improvement input.
- Demonstrated sound understanding of software licence management, including licence allocation, usage reporting, compliance, renewals, entitlements, optimisation and cost control.
- Experience managing user access, permissions, service requests, incidents and vendor escalations in a customer focussed ICT environment, including liaison with internal stakeholders to resolve issues and improve service delivery.
- Knowledge of ICT trends and opportunities particularly those related to Microsoft 365, cloud productivity platforms, software-as-a-service applications, automation, collaboration and information management, with the ability to evaluate and recommend fit-for-purpose solutions.
- Working knowledge of communications platforms such as Teams Calling or Genesys Cloud would be advantageous.

- ITIL training and qualifications or willing to work towards obtaining certification.

Technology:

- Successful experience administering Microsoft 365 services including Microsoft 365 admin centre, Teams admin centre, Exchange admin centre, SharePoint admin centre, OneDrive, Microsoft 365 Groups and service health monitoring.
- Experience managing Microsoft 365 licensing, user assignments, usage reporting, entitlement reviews and licence optimisation activities.
- Experience administering or supporting productivity application platforms such as Adobe Admin Console, Autodesk/AutoCAD administration, ClickSend, DocuSign, Canva, Project, corporate SMS platforms or similar software-as-a-service applications.
- Knowledge of identity and access concepts as they relate to Microsoft 365, software-as-a-service applications, role-based access and user lifecycle management.
- Experience monitoring service health, performance, availability, usage, licence consumption and application support trends.
- Experience in the use of Service Desk software and knowledge repositories.
- Must have experience in Microsoft Windows operating systems, Microsoft Office applications, web-based administration portals and application support practices.
- Working knowledge of Teams Phone, calling policies, call queues, auto attendants, contact centre platforms or equivalent communication services would be advantageous.
- Capacity to respond to the needs of a community-focussed organisation and understand long-term department goals and policies of the department and wider organisation.
- A blend of IT systems analysis, problem solving, application administration, licence management and business process skills.
- Experienced in application monitoring and support.

Qualifications and Experience

Qualifications/ Certificates:

- Relevant tertiary qualification in Information Technology, Computer Science or similar, or equivalent knowledge gained through hands-on experience in an Information Technology workplace.
- Microsoft 365, Microsoft Teams, SharePoint Online, Exchange Online, Microsoft licensing, ITIL, Adobe, Autodesk, software asset management or related productivity platform certifications would be advantageous.
- ITIL certification or willingness to obtain certification.

Interpersonal Skills

- Ability to build effective working relationships with internal and external stakeholders and negotiate outcomes in relation to specialist matters.
  Ability to consult with staff across the organisation to resolve intra-organisational problems, interpret business needs and support service improvement..
- Ability to explain complex technical matters to clients, members of the public and other employees in a clear and confident manner, and to resolve issues to the satisfaction of all parties in support of unified communications, Microsoft 365 and telecommunications systems.
- Highly motivated, innovative and results orientated, with excellent verbal and written communication and the capacity to influence outcomes
- Ability to manage time, prioritise allocated work tasks, coordinate competing demands and handle multiple tasks simultaneously.
- Ability to operate with patience and empathy when under pressure while maintaining service standards and professional relationships
- Ability to support strategies, programs and policies of the IT Department and Council and contribute to their practical implementation
- Proactive in keeping the leadership team informed of issues, risks and opportunities that may impact service standards.
- Ability to convey messages to individuals or groups in a manner that engages the audience and helps them understand and retain messages including the delivery of advice, guidance and recommendations.
- Ability to work collaboratively with the Network Engineer, Infrastructure team, Service Desk and vendors to resolve complex communication, Microsoft 365 and network, access, security related issues and contribute to improved service outcomes.

Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including Executive, Managers, Business Support teams 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 and suppliers.
- The position will liaise with all IT support staff, suppliers and City of Whitehorse employees.
- The position will work closely with Infrastructure, Service Desk, Cyber Security, business application owners and other IT team members to support Microsoft 365, productivity applications, user access, licensing and digital workplace services.
- The position will liaise with Procurement, Finance and vendors including Microsoft, Adobe, Autodesk, ClickSend and other software providers to support licence management, renewals, entitlement reviews, cost allocation and vendor escalation.

Management Skills

- Ability to effectively liaise with other organisations to discuss specialist matters.
- Ability to effectively liaise with staff within the organisation to resolve intra-organisational problems.
- Ability to explain technical matters to clients, members of the public and other employees.
- Ability to manage time, prioritise allocated work tasks and handle multiple tasks simultaneously.
- Ability to coordinate Microsoft 365, productivity application, licence management and digital workplace support activities to achieve agreed service outcomes.
- Highly motivated, innovative and results orientated, with excellent verbal and written communication.
- Ability to operate with patience and empathy when under pressure.
- Ability to support strategies, programs and policies of the IT Department and Council.
- Proactive in keeping the leadership team informed of issues that may impact service standards.
- Ability to convey messages to individuals or groups in a manner that engages the audience and helps them understand and retain messages.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Relevant tertiary qualification in Information Technology, Computer Science or similar, or equivalent demonstrated experience.
2. Demonstrated experience administering and supporting Microsoft 365 services including Teams, Exchange Online, SharePoint Online, OneDrive, Microsoft 365 Groups, admin centres, service health monitoring and licence management.
3. Demonstrated experience supporting productivity applications and licensed software platforms such as Adobe, AutoCAD, ClickSend or equivalent enterprise applications.
4. Demonstrated understanding of software licence management, including licence allocation, usage reporting, compliance, renewals, entitlements and cost optimisation.
5. Demonstrated ability to troubleshoot user access, application, collaboration and service issues in a customer-focused ICT environment.

6. Demonstrated ability to provide technical support, communicate effectively with stakeholders at all levels and build strong working relationships with internal teams, vendors and business users.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	**Specific Physical Job Tasks**	**Frequency/Duration of performance of task per day**	**Comments**
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	

Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: