

## Position Description

Applications Administrator			
<b>Division</b>	Finance and Commercial Services	<b>Department</b>	Business Systems
<b>Classification</b>	GEA 6	<b>Location</b>	South
<b>Reports To</b>	Applications Manager		
Roles Reporting to Position			
<b>Direct Reports</b>	<b>No. of Employees</b>	N/A	<b>Position Titles</b> • N/A
<b>Indirect Reports</b>	<b>No. of Employees</b>	N/A	<b>Position Titles</b> • N/A
Primary Objective			
Administer and provide technical support to TasWater applications so that applications are able to meet business needs, with a focus on system reliability, security, data integrity, customer outcomes and continuous improvement.			
Key Accountabilities			
Key Result Area	Major Activities		
<b>Applications Administration</b>	<ul style="list-style-type: none"> <li>• Provide functional maintenance and administration of TasWater applications</li> <li>• Provide high quality technical advice and support, and resolve complex queries</li> <li>• Interrogate complex databases for the import and distribution of data</li> <li>• Develop and implement scripts to support the automation and integration of applications with other business systems</li> <li>• Maintain production, development and test environments, and undertake system testing as needed</li> <li>• Liaise with stakeholders, including customers and staff, to identify their needs and expectations for applications and to ensure the service is satisfying their requirements</li> <li>• Assist in the development, maintenance, review and communication of business and functional requirements of applications to support business processes</li> <li>• Respond to incidents and outages and work collaboratively to resolve issues and implement fixes</li> </ul>		
<b>Projects and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Research and recommend best practice and industry directions for applications, to ensure TasWater operates applications to best meet business requirements</li> <li>• Assist in the timely resolution of escalated and/or specialist issues reported through the Service Centre within areas of skill and expertise</li> <li>• Work with stakeholders (including suppliers and end users) to successfully facilitate projects and implement improvements and upgrades</li> <li>• Actively participate as a member of the Business Systems team for the purposes of delivering best practice</li> <li>• Develop and deliver process maps, user guides and other relevant supporting documentation to enhance application usability and effectiveness</li> </ul>		

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<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>Responsible for own safety and the safety of others</li> <li>Accountable for ensuring the safety of the community, our workforce and our contractors is not compromised</li> <li>Promote Zero Harm and adhere to safety policies and procedures at all times</li> </ul>
<b>Challenges</b>	
<ul style="list-style-type: none"> <li>Assist in the evaluation and prioritisation of user requirements while ensuring expected levels of application availability and responsiveness are maintained</li> <li>Assist in the definition and implementation of processes to ensure data integrity is maintained between systems</li> </ul>	
<b>Key Relationships</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Build and maintain strong collaborative relationships with business units to ensure applications are fit for purpose and meet requirements of the business stakeholders</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Engage regularly with core vendors/suppliers, contractors and other service providers and develop and maintain professional commercial relationships</li> <li>Consult with other utilities and asset authorities also using similar applications to ensure TasWater is leveraging the full value from its system investments</li> </ul>
<b>Decision Making Authority</b>	
<b>Independent</b>	<ul style="list-style-type: none"> <li>Ensuring compliance with agreed frameworks/standards to preserve the quality and integrity of the applicable data and its application</li> <li>Application of data frameworks to ensure compliance with required privacy and other applicable standards and security of information</li> </ul>
<b>With Input</b>	<ul style="list-style-type: none"> <li>Endorsement of functional requirements, standards and data governance</li> <li>Contractual agreements with external vendors/suppliers required to support software licensing and support services</li> </ul>
<b>Knowledge, Skills &amp; Experience</b>	
<b>Selection Criteria</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Tertiary qualifications in Information Systems, Information Technology, Computer Science or similar discipline</li> <li>Excellent verbal, written and interpersonal skills, including good technical writing skills</li> <li>Good skills in problem solving and decision making in a business context</li> <li>Ability to participate effectively in a customer focused team environment and work flexibly with changing business needs</li> <li>Substantial experience administering and optimising specialist enterprise applications</li> </ul>
	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>C class drivers' licence</li> <li>Experience in project management and planning including ability to achieve goals within set timeframes and within budget</li> <li>Membership of relevant professional association</li> </ul>
	<p><b>Physical Requirements of the Role</b></p> <ul style="list-style-type: none"> <li>The position may require incumbents to travel intrastate, use computers and associated technology, and to work in a predominantly indoor environment</li> </ul>
<b>Vision</b>	
<p>The vision of TasWater is <b><i>'to be a trusted and respected provider of essential services that is making a positive difference to Tasmania'</i></b>. TasWater's vision is about building trust and respect with our colleagues and customers so that we work together to build better services for Tasmania.</p>	
<b>Values &amp; Behaviours</b>	

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TasWater employees are expected to live our values and behaviours, making these the foundations of the way we work each and every day to ensure we achieve our vision.

Honest and straight forward	Getting it right	Long term thinking	Working together	Taking ownership
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