

Job Description

Job Title:	Application Support Specialist
Date:	September 2019
Responsible to:	IT Operations Manager
Location:	Wellington
Job Status:	Permanent
No. of reports:	Nil
Delegated Financial Authority: (If applicable)	Nil

Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately, it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital and Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

Vision and Values

At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is 'Supporting our partners to deliver the best health outcomes for all New Zealanders'

We are committed to building a value based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is ‘We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.’

Our Values are:



Business Group

The Information Technology (IT) team provides TAS with a technology infrastructure and an environment that enables the knowledge of the organisation to leverage for the benefit of users. The team provides information technology training and assistance to users, oversees the electronic data and record management system and sets the direction for TAS in the appropriate use of technology and development of integrated applications.

Job Purpose

The Application Support Specialist works within the Information Technology team and will work with TAS business users to ensure a high level of application availability. This will be achieved by risk analysis and early application problem identification and resolution. This role will also provide technical support to end users, testing, supplier management and configure and implement system/application releases as required by the manage information systems.

The Application Support Specialist plays a key part in establishing and maintaining application training, related policies, standards, procedures and processes. This involves positive interaction with managers and staff across TAS and with suppliers, user groups and external contractors.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

<i>Accountability Area</i>	<i>Description</i>
Application, Desktop and Server Support and Maintenance	<ul style="list-style-type: none"> Provision of problem solving and support for core TAS applications, Server & Desktop infrastructure Provide support for Web Applications and Electronic Records Management (SharePoint)

	<ul style="list-style-type: none"> • Facilitate 1st/2nd/3rd level support of key applications to TAS business users • Assist with development of Application Management Strategies, Plans and support documentation • Support prioritisation and specification of application enhancements • Support installation of enhancements as required. • Be involved with IT Projects and take ownership of deliverables where assigned
Service Management	<ul style="list-style-type: none"> • Lead or contribute to key ITIL service disciplines • Assist in maintenance of Service Level Agreements • Contribute toward the establishment of a TAS Service Desk • Carry out any other tasks or responsibilities as requested by your people leader
General IT Support	<ul style="list-style-type: none"> • Assist the IT team with daily user support tasks (eg MACs) in a cloud heavy hybrid environment • Collaborate with vendors
Training	<ul style="list-style-type: none"> • Develop and undertake staff training on core and new systems • Create and maintain training documentation and records • Mentor Service Desk staff
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain constructive, effective working relationships with key staff, stakeholders, vendors, etc.
General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS • Take responsibility for meeting our obligations in workplace health, safety and wellness by making sure your own actions keep self and others safe, healthy and well

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

<i>Who</i>	<i>For what purpose</i>
IT Team	<ul style="list-style-type: none">• Approachable and reliable team player who contributes positively to the overall high performance of the IT team and the organisation.
People Leaders and Employees	<ul style="list-style-type: none">• BSS Team and wider TAS (as required) are provided with high quality IT support services.• Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders across TAS.• Work collaboratively with senior leaders to keep abreast of business initiatives across the organisation to understand and support future workforce requirements.• Ensure that a process of continuous review and improvement is inherent throughout all projects undertaken and activities within areas of accountability• Identify opportunities for enhancing the overall outcomes for Business Support and the organisation as a whole

External

<i>Who</i>	<i>For what purpose</i>
Software solution providers Consultants Vendors and suppliers	<ul style="list-style-type: none">• Work collaboratively to establish productive and positive relationships• Manage relationships in a manner that represents TAS values and commitment to excellence

Person Specification

Education/qualifications

- A relevant tertiary qualification (or study towards one) in information technology or equivalent experience.

Experience, skills and knowledge

- 4 or more years' experience in a similar role
- Knowledge and experience in business process documentation methods and tools, ideally with previous projects experience.
- Knowledge and experience in eliciting, organising and documenting user requirements.

- Excellent oral and written communication skills in particular can communicate complex and technical ideas to others in plain language
- Ability to work in a self-disciplined environment with a personal commitment to quality customer service and continuous improvement, to the highest standards of security, integrity, responsibility and responsiveness
- Familiarity with support and troubleshooting of personal computers and other devices.
- Good understanding, working knowledge of and ability to troubleshoot problems:
 - Microsoft server & cloud technologies (including, but not limited to O365, Azure & SCCM) windows operating systems.
 - Mobile technologies including setting up and configuring devices.
 - Network technologies including LAN / WAN, VLAN's and patching.
 - Windows standard desktop software e.g. Outlook, Word, Excel, PowerPoint.
- Proven organisational skills, along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.
- Sound interpersonal skills with the ability to relate to a wide range of people; builds an effective level of rapport with people within a short period of time; and is personable and friendly.
- Proactive, enthusiastic and energetic approach to work demonstrating initiative and good judgment.
- Ability to work unsupervised and as part of a team.

Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and</p>	<ul style="list-style-type: none"> • Actively listens and observes non-verbal cues to inform communication approach • Self-aware and approachable • Communicates in a professional manner with key stakeholders

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
builds positive working relationships.	
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.</p>	<ul style="list-style-type: none"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • Supports others in the team and has consideration for their needs and skills. • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working. Shows a willingness to learn. • Looks to improve efficiency and quality of service of own role/area • Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently and works within the "established" system to push for "a smarter, better way."</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate (Continuous Improvement) • Suggests new ways to improve the quality of products or services. • Identifies new ideas, solutions, or directions in dealing with daily situations.
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Targets and achieves results, overcomes obstacles, accepts responsibility, • Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to</p>	<ul style="list-style-type: none"> • Provides work on time and to required standard. • Plans a wide range of simple tasks or a small number of complex ones. • Workload delivered within deadlines and to agreed standards.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
estimate the resources required and identify potential risks and mitigations.	
Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures. • Receptive and contributes to new ideas and approaches and adapts accordingly. • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the people leader of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:

	<i>Employee</i>	<i>People Leader</i>
Signature		
Date		