



TaurangaCity

Job description

Title	Senior Application Support Specialist
Number	102128, 100341
Group	Chief Operating & Financial Office
Division	Digital Services
Reports to	Service Delivery Manager
Direct reports	N/A
Date	18/07/2024

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide a senior level of technical support to all staff at TCC, provide subject matter expertise, technical leadership and technical support of applications and systems in use at Council. They will be the lead SAP support specialist providing high level SAP support, training, and mentoring.

Key outcomes

Application Support	• Provide expert-level support for general business-critical applications, with a focus on service continuity, reliability and effective restoration of service. • Investigate, troubleshoot and resolve complex application incidents, requests and problems reported by users or identified through monitoring and service review. • Act as a senior escalation point, coordinating with Digital Services teams, vendors and
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	business stakeholders to resolve complex technical issues. • Provide clear technical advice on application risks, dependencies, supportability and service impacts • Oversee the Application Support queue to ensure work is visible, appropriately prioritised, assigned and progressed in line with agreed service expectations
Collaboration	• Subject matter expertise is provided for project and delivery work streams. • Work closely with IT teams, developers, and business stakeholders to ensure alignment between business objectives and application capabilities. • Participate in cross-functional projects related to application enhancements or new implementations. • Participate in relevant operational and governance meetings, including Clearing House and Change Advisory Board (CAB) meetings. • Represent Application Support by providing clear information on operational impacts, technical risks, readiness, dependencies, support requirements and customer considerations.
Documentation	• Maintain comprehensive and accurate documentation for applications, configurations, support processes, known errors and recovery procedures. • Ensure documentation and knowledge articles are reviewed and updated following changes, incidents, recurring issues and identified knowledge gaps. • Promote consistent use of support documentation and knowledge resources across the team.
Continuous Improvement	• Identify critical knowledge dependencies and help reduce reliance on individual team members. • Stay updated on industry best practices and emerging technologies. • Contribute to incident, request, problem, change and knowledge management practices in alignment with organisational service management processes.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
Bachelor's degree in computer science, Information Technology, or equivalent experience. A minimum of 3 years' experience supporting large business applications and systems, using the latest technologies. In-depth knowledge of SAP systems and integration with other applications is essential. Strong analytical and problem-solving skills. Excellent communication and collaboration skills. Ability to work independently and as part of a team. Familiarity with ITIL practices is a plus.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections