

# Position Description



## Applications Specialist

<b>Date</b>	July 2022
<b>Purpose of position</b>	<p>Provide effective, reliable applications support, advice, and recommendations to business stakeholders in relation to assigned applications, integrations, and platforms.</p> <p>Maintain optimal performance of corporate and operational technology applications and related systems.</p> <p>In conjunction with the Digital Solutions Lead and Applications Specialist - Operations, maintain technical ownership of the continuous improvement and pipeline of work for Port Otago's corporate and operational technology systems and platforms.</p> <p>Maintain an organisational view of interrelated systems, processes, and integrations.</p> <p>Respond to incidents that are impacting business operations, and/or a potential cyber security threat to Port Otago.</p> <p>Troubleshoot, diagnose, and resolve application, EDI, or platform issues.</p> <p>Assisting with application assessments, implementations, upgrades, migrations, and configurations as may be required.</p> <p>Identify opportunities for Port Otago to adopt new technologies and practices, and support discovery and implementation of same.</p> <p>Project Management of system and process improvement initiatives as required.</p>
<b>Reports to</b>	<ul style="list-style-type: none"><li>• Head of Digital</li></ul>
<b>Key Relationships</b>	<ul style="list-style-type: none"><li>• Business System Owners and Port Otago Users</li><li>• Leadership and Management teams</li><li>• IT Team</li><li>• Contracted Project Managers and Business Analysts</li><li>• IT Vendors</li><li>• Shipping Lines and Key customers</li><li>• Ministry for Primary Industries (MPI) and NZ Customs</li><li>• Industry Forums</li></ul>
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"><li>• Proven experience as an Applications Support/Systems Analyst in an enterprise environment</li><li>• A computer science degree or demonstrated experience as a Systems Analyst</li><li>• Experience in Cloud delivered technologies and implementing change in critical systems.</li></ul>

	<ul style="list-style-type: none"> <li>• Proven experience in the following including but not limited to: SFTP, MS SQL Server, BI toolsets and data warehousing, .Net web applications, PowerShell, Microsoft technologies, relational databases, Active Directory, Windows Server.</li> <li>• Experience with the following beneficial: Devops source control, SQL query proficiency, system testing practices, understanding of EDI, software development lifecycle experience, and a working knowledge of core ITIL processes.</li> <li>• Good knowledge of a range of operating systems, their platforms, and their network interactions.</li> <li>• Experience in preparing and maintaining technical and user documentation.</li> <li>• Must be currently eligible to work in NZ.</li> </ul>
<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>• Outstanding interpersonal skills with the ability to positively engage with people across all levels.</li> <li>• Ability to influence stakeholders and work closely with them to determine acceptable solutions.</li> <li>• Ability to translate complex technical information to plain English, and articulate this to stakeholders at all levels</li> <li>• Ability to manage multiple priorities and demonstrate flexibility and commitment to getting the job done.</li> <li>• IT background with a broad understanding across multiple technical domains.</li> <li>• Preparedness to work in an environment spanning both office and industrial areas of technology.</li> <li>• Proficient with MS Office suite</li> </ul>
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>

## Core Responsibilities

<b>Health &amp; Safety (All Port Otago Employees)</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for own and others safety</li> <li>• Follows Guidelines and procedures</li> <li>• Reports and escalates H+S issues appropriately (everybody's responsibility in every situation)</li> <li>• Report all incidents accident and near misses accurately and in a timely fashion</li> <li>• Participates in induction and on-going training programmes</li> <li>• Ensure strict adherence to safety standards, statutory and legislative requirements, &amp; Port Otago policies and procedures</li> <li>• Comply with work area PPE requirements</li> <li>• Responsible for ensuring a safe workplace and adherence to good housekeeping practices.</li> </ul>
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<b>Applications Support</b>	<ul style="list-style-type: none"> <li>• Provide effective, reliable applications support, advice, and recommendations to business stakeholders in relation to assigned applications, integrations, and platforms.</li> <li>• Maintain optimal performance of corporate and operational technology applications and related systems.</li> <li>• In conjunction with the Digital Solutions Lead and Applications Specialist - Operations, maintain technical ownership of the continuous improvement and pipeline of work for Port Otago’s corporate and operational technology systems and platforms.</li> <li>• Maintain an organisational view of interrelated systems, processes, and integrations.</li> <li>• Respond to incidents that are impacting business operations, and/or potential cyber security threat to Port Otago.</li> <li>• Troubleshoot, diagnose, and resolve application, EDI, or platform issues.</li> <li>• Development and management of the corresponding key relationships of the system providers, support partners and business owners within Port Otago.</li> <li>• Maintain an accurate and up to date service inventory of all Port Otago applications, platforms, databases, and other infrastructure.</li> <li>• Assist in ensuring all application platforms always remain in support and design and deliver projects to ensure continuous upgrade.</li> <li>• Perform agreed system/reporting/database administration/system assessment and housekeeping tasks.</li> <li>• Support Service Desk as an when required, including process documentation and training of colleagues and users.</li> <li>• Log and follow-up system issues into Port Otago or vendor ticketing portals.</li> <li>• Create and maintain documentation for customisations, integrations and end users as required.</li> <li>• Manage system issues, upgrades, testing, quality assurance and the implementation process for enhancements, including any required change management processes.</li> <li>• Escalate unresolved application and system issues to other IT team members or vendors.</li> <li>• Project Management of system and process improvement initiatives related to assigned applications.</li> <li>• Provide after-hours support and participation in an on-call roster</li> </ul>
<b>System Enhancements</b>	<ul style="list-style-type: none"> <li>• Assess and promote new features to users and support their adoption in conjunction with business owners.</li> </ul>

	<ul style="list-style-type: none"> <li>Assist the relevant business owner with change management activities.</li> </ul>
<b>Service Desk</b>	<ul style="list-style-type: none"> <li>Contribute as a technical member of the IT team to the resolution of Service Desk related jobs.</li> <li>Provide after-hours IT support to Port Users as may be required and/or on a rostered basis.</li> <li>Build internal IT knowledge and capability to ensure availability for continuous support of relevant applications.</li> </ul>
<b>Vendor Management</b>	<ul style="list-style-type: none"> <li>Management of key relationships with vendors to ensure support and ongoing maintenance is aligned to Port Otago's expectations and needs.</li> <li>Management of key vendor relationships to bring best practice into the Port's usage of core applications</li> <li>Ensure all critical system Application support agreements remain current and fit for purpose, and drive renewal discussions in conjunction with business system owners. Manage relevant contract renewals and negotiations on behalf of Port Otago.</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>Undertake business impact assessments where changes to operational processes, technology and/or staffing is anticipated.</li> <li>Work with key stakeholders to establish plans for implementing change within the context of the overarching project.</li> <li>Champion the change and support user adoption and training activities.</li> </ul>
<b>Testing/Quality Assurance</b>	<ul style="list-style-type: none"> <li>Develop system and user acceptance test plans in conjunction with technical and business representatives.</li> <li>Conduct testing activities as may be required from time to time.</li> <li>Ensure project deliverables are continuously measured against requirements and change is formally managed.</li> </ul>
<b>Process Improvement</b>	<ul style="list-style-type: none"> <li>Work with the business and within IT to implement process improvement opportunities.</li> </ul>

## Key Performance Measures

<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>To always have safe work practices and to be a role model for others</li> <li>All incidents and accidents are reported promptly and accurately</li> <li>All hazards identified are reported immediately</li> <li>Strive to achieve Zero Harm – keep our people safe</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Works collaboratively to achieve the common goal.</li> </ul>

	<ul style="list-style-type: none"> <li>• Shows respect for what others are trying to achieve by actively listening and responding constructively.</li> <li>• Promotes good co-operation and communication between departments.</li> <li>• Looks for opportunities to help other teams and contributes positively.</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Acts within Port Otago values at all times.</li> <li>• Punctual time keeping for work and scheduled meetings.</li> </ul>
<b>Applications Support and Delivery</b>	<ul style="list-style-type: none"> <li>• Ensure a high degree of responsiveness in relation to queries/issues from both internal and external customers.</li> <li>• Completion of deliverables within agreed timeframes.</li> <li>• Stays 'ahead of the game' on service delivery and ensures that any issues are addressed as appropriate with stakeholders.</li> <li>• The delivery of quality application support outcomes is in line with Head of Digital expectations and relevant policies.</li> <li>• Quality of work performed including presentation, accuracy, rework (if any) and completeness.</li> <li>• Looks for ways to improve Port Otago's Application Support/Delivery and Service Desk related processes and supports the delivery of same within the business.</li> </ul>