

Position Description



Powering a
Bright Future

Application Support Engineer

Digital, Strategy and Customer

Digital Solutions

Objectives

- You will be responsible for providing application administration, coordination, and support, including incident management and problem resolution, to ensure the effective day to day operation of TasNetworks' and customer business systems.
- Provide technical expertise and advice to support the planning and the implementation of initiatives, standards, and processes.
- A focus on innovation and adaptability comprises the key cultural objectives to ensure delivery of value to TasNetworks.

Role Specific Accountabilities

- Ensure effective operations of TasNetworks' applications or related systems including root cause analysis, trending, and remediation.
- Coordinate application incidents to resolution in accordance with TasNetworks' established Service Management processes.
- Participate in the on-call roster, providing out of hours support for business-critical systems.
- Administer application security and accessibility, in line with TasNetworks' cyber security policy and compliance requirements.
- Investigate, recommend, and implement upgrades/enhancements to TasNetworks applications or related systems in accordance with TasNetworks' standards, policies, and processes.
- Create and maintain relevant processes and technical documentation.
- Provide advice, training, and documentation to the IT Service Desk to assist with providing technical and general IT support.
- Any other duty or task as reasonably and lawfully directed by TasNetworks.

TasNetworks and **you.**

To be successful in this role

- Demonstrate our core behaviours, which are central to all positions at TasNetworks.
- ITIL training / certification
- Demonstrated experience working in a dynamic and complex IT environment.
- Experience working with complex enterprise business systems, specifically SAP ERP and associated technologies.
- Critical problem analysis and problem resolution skills
- Ability to work to accurately on critical systems.
- Demonstrated ability to coordinate multiple priorities and drive results.
- Communicate effectively to all audiences; utilising negotiation and influencing skills.
- The ability to work effectively, both independently and as a member of a team
- Build and maintain effective relationships with key partners.
- Able to demonstrate the capacity to perform the inherent requirements of the role.

Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role.

Reports to:

Lead Application Engineer

Direct reports:

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Approved:

July 2024

Our behaviours **be curious** **be brave** own it

