Position Details

Position Title	Applications Support Officer – Corporate & Membership
Location	Level 1, 81Greenhill Road, Wayville You may be required to work at other sites within the employer's establishments to meet business requirements. You may also be required to work at member sites, host sites and other external sites.
Reports To (Position Title)	Systems and Innovation Manager
Financial Accountability	N/A
Management Responsibility	None
Systems Responsibility	MS Dynamics 365 CRM & Online Portal, ClickDimentions, Twilio, MS SharePoint, MS Teams, MS PowerBI, MS Business Central and their integrations

Position Responsibilities

Purpose of the Position	To help the Systems and Innovation Manager ensure that MTA staff has the systems and tools needed to deliver excellent customer service and perform across the main parts of the business, where the systems are performing, updated and improved frequently.

		Time Spent 70%
Primary Responsibility	Ongoing maintenance and support of new implemented and to be implemented systems/applications, including MS Dynamics 365 CRM & Online Portal, ClickDimentions, Twilio, MS SharePoint, MS Teams, MS PowerBI, MS Business Central and their integrations.	
Purpose of Activity	Liaison between the business and systems developers, suppliers and vendors. Data maintenance; Triage of issues and escalation to supplier; and 'Translating' ongoing business functionality needs, in already implemented systems, into business requirements and new scope of development work.	
Example	● Be a "Super-user" of the business systems with a strong understanding of operations, procedures, and policies	

	• Primary contact to respond to business user queries on the system and processes	
	• First point of contact for troubleshooting issues and errors on implemented systems	
	• Key contact between business SMEs and external developers/suppliers for new scope of work in already implemented systems	
	• Gathering and verification of new functionality needed on implemented systems, transforming them into requirements and development request for approval by the Systems and Innovation Manager	
	• Supervise external suppliers/vendors on ongoing support and new scope tasks, on their performance, deadlines and status	
	• Liaise with suppliers/vendors on systems updates and new releases	
	• 'Train the trainer' approach – to train current and new staff in applications	
	• Regular meetings with supplier and internal SMEs/stakeholders, when applicable	
	• Responsible for inputting, updating, and maintaining data, ensuring accuracy between systems	
	• Ensure changes made adhere to the business rules	
	• Work with business units to assist in the resolution of support requests and communicate back to users on issues status	
	• Involved with system testing of new functionality, bug fixes and regression testing	
Responsibility (2)	Assistance with new systems implementation and project coordination	**15%**
Purpose of Activity	Assist the Systems and Innovation Manager develop and deploy new systems across the business	

Example	• Providing administrative support to the Systems and Innovation Manager as needed, including:
	  o Assisting on Business Requirement Gathering
	  o Assisting on Process Mapping
	  o Assisting with project documentation
	• Organising, attending, and participating in stakeholder meetings
	  o Taking meeting notes	

	○ Documenting and following up on important actions and decisions from meetings, when applicable - Assist in supervising suppliers/vendors on day to day tasks, in ongoing and new projects - Assist in providing information and regular support to all stakeholders - Assist and participate in UATs and User Testings - Perform or facilitate training of new systems or new functionality/updated on current systems - Build an internal 'wiki' with technical documentation, manuals and IT policies	
Responsibility (4)	Data Analysis and Report Generation	**15%**
Purpose of Activity	Provides Systems and Innovation Manager reporting on ongoing tickets, tasks and new development status and systems maintenance	
Example	- Create and review weekly and/or monthly reports on the status of ongoing work from external suppliers/vendors, including new and ongoing projects, day to day support and new development work in already implement systems - Develops ad-hoc reports for Functional Managers on request.	
Total Weighting		**100%**

Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- **Relevant laws and regulations including OH&S and EEO**
- **Industry codes.**

Knowledge, Skill and Experience Requirements

Knowledge	Essential	Preferred
	- Degree in Business, Commerce, Information Technology, Computer Science, Engineering or a related discipline - Solid working knowledge of Microsoft Dynamics 365 CRM, SharePoint, Power BI, Teams and PowerApps at a Small to Medium Enterprise Level - Solid working knowledge of ticketing systems, ideally JIRA, JIRA Ticketing, Confluence, MIRO, other ticketing & project management systems, or ability to pick them up quickly - Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point) and Adobe Acrobat Pro - Minimum 1 – 3 years relevant experience from a similar role - Previous client facing experience	- Professional certification in MS Dynamics CRM, Microsoft Certified Systems Administrator (MCSA), and/or any other MTA system - Knowledge of email marketing tools, reporting systems, ERP (HRIS, Payroll, Finance) Systems, databases and website CMS - Knowledge in Project Management methodologies (waterfall and agile), including Business requirements gathering and process mapping
Skills, Attributes and Experience	**Essential**	**Preferred**
	- Demonstrated experience in application support, transactional processing - Experience troubleshooting systems issues and finding and testing fixes - Strong attention to detail - Training skills and experience	- Knowledge, experience, interest in motor trade and training industries - Experience with implementation and project management methodologies (Waterfall and Agile)

	• Presentation skills and experience	
	• Good problem solving ability	
	• Understands data, analytical skills	
	• Technical curiosity	
	• Positive attitude & Shows initiative	
	• High level verbal, written, and presentation skills	
	• Good at troubleshooting	
	• Proactive in time management and self-organisation	
	• Ability to work effectively both independently and as part of a team	
	• Ability to work on tight deadlines	
	• Must be able to follow Direct Manager's directions	
Personal alignment with MTA Values	**Teamwork:** Working together, empowering and supporting one another to achieve our common goals **Achievement:** We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services **Accountability:** We take ownership of all that we do, each taking responsibility for our part in delivering high quality services **Respect**: We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation. **Excellence**: We strive to do and be the best in all that we do every day	

Frequent Contacts

Internal Contacts	All systems SMEs and users – ultimately most employees
External Contacts	Members, Host employers, suppliers and vendors