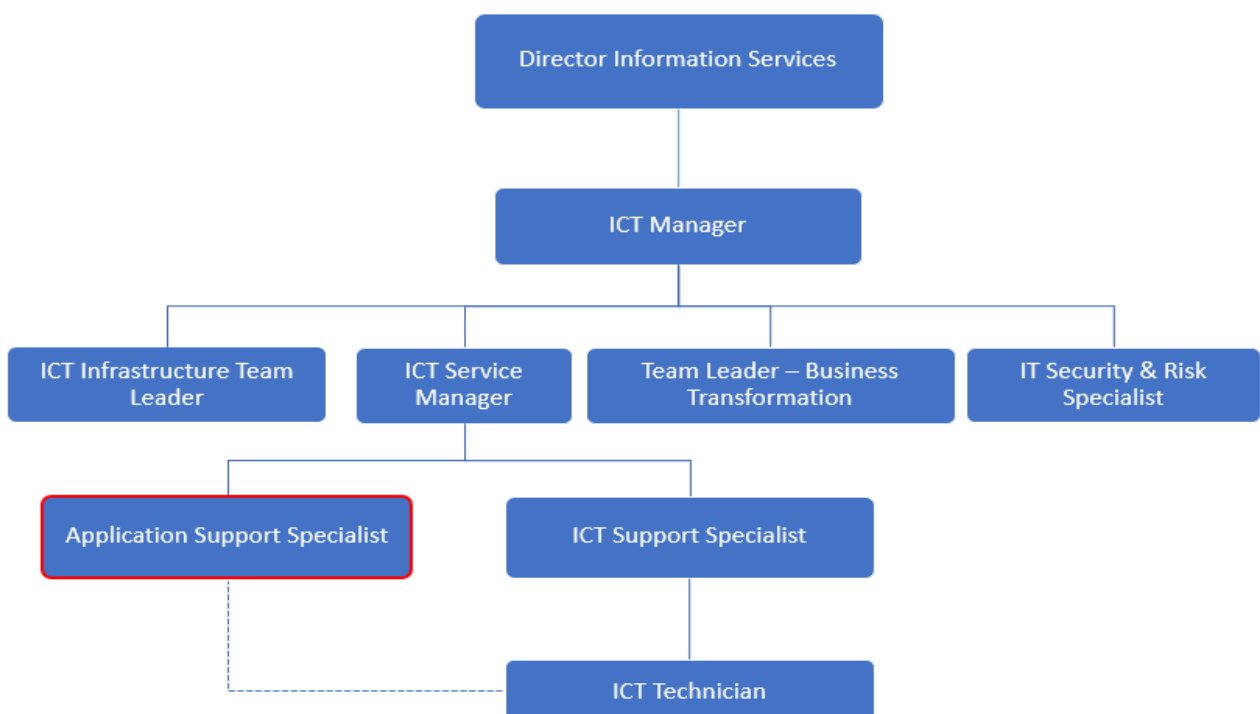




JOB DESCRIPTION

Job Title:	Application Support Specialist
Division/Programme and Section/Project (if any):	OMD/ICT
Location:	Suva
Reporting to:	ICT Service Manager
Number of Direct Reports:	N/A
Purpose of Role:	<i>The Application Support Specialist is focused on providing ICT Support for Corporate Applications used by SPC which may include but not limited to Navision, SharePoint Online, Pay Global, Cornerstone, SQL and similar Applications. The role will also be required to assist the Application Developer perform User Testing when Existing Applications are Upgraded or New Applications are rolled out</i>
Date:	December, 2023

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of Application Support Specialist will focus on providing ICT Support for Corporate Applications used by SPC which may include but not limited to Navision, SharePoint Online, PayGlobal, Cornerstone, SQL and similar Applications.

The role will be required to assist the Application Developer perform User Testing when Existing Applications are Upgraded or New Applications are rolled out.

The position encompasses the following major functions or Key Result Areas:

- Application Support at Level 2 or Higher
- Systems Support and Administration
- Maintaining and Updating Technical Documentation
- Application Development
- Manage Remote Site Support

The performance requirements of the Key Result Areas are broadly described below.

Jobholder is accountable for	Jobholder is successful when
<p>KRA#1 (30%) Level 2 Application Support (Remote /In Person)</p> <ul style="list-style-type: none"> • Troubleshooting and resolving application issues raised via the ServiceDesk System in a logical manner • Identifying and resolving technical issues in a proactive manner • Coordinating with the ICT ServiceDesk Assistants any resolution and testing required by the End Users. • Proactive problem analysis and resolution for application issues, in conjunction with the users where necessary. • Maintain positive communication with users in order to improve customer satisfaction • Complex Issue investigation and resolution • Training and coaching of team members to provide support and resolution for complex issues. • Participate as required in supporting users at remote sites 	<ul style="list-style-type: none"> • ServiceDesk queue is up to date and issues are resolved in a timely manner and/or escalated • Provided feedback to user queries and support issues. • Users at remotes sites receive adequate support • Effective delivery of training resulting in team competent in providing support for complex application issues.
<p>KRA#2 (20%) Systems Support and Administration</p> <ul style="list-style-type: none"> • Performing routine checks of application logs and backups • Identifying potential issues with backend systems and working on a resolution in a timely manner • Providing support and feedback to other Application Developers as and when required for recurrent application issues. 	<ul style="list-style-type: none"> • Task assigned are completed in a timely manner. • All administration tasks are documented and logged appropriately. • Issues are proactively action with minimum downtime and impact to customers.

<ul style="list-style-type: none"> • Monitor and maintain user access and security to assigned business systems as directed by authorised personnel. 	
<p>KRA#3 (20%) Maintaining and updating technical documentation</p> <ul style="list-style-type: none"> • Maintaining and updating technical documentation of relevant applications • Creating Knowledge Article to assist ICT ServiceDesk Assistant with Level 1 Application Support • Providing Updated Information to SPC Technical Trainer to be included in training for Corporate Applications 	<ul style="list-style-type: none"> • All relevant application documentation is updated in a timely manner. • Application Support Knowledge is shared with Level 1 Support to ensure continuity of Service Delivery.
<p>KRA#4 (20%) Application Development</p> <ul style="list-style-type: none"> • Reviewing and designing applications requests and provide recommendations. • Developing Apps on SPC Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and Software as a Service (SaaS) platforms. • API architecture design, scripting and maintenance • Participate in and providing recommendations in corporate application projects. • Provides training as and when required to apps users for new applications. 	<ul style="list-style-type: none"> • seamless deployment of robust applications, leveraging the capabilities of cloud platforms to ensure scalability, reliability, and optimal performance. • Users are confident to use newly developed applications. • Active participation in Corporate Application Projects.
<p>KRA#5 (10%) Continuous Improvement Initiatives</p> <ul style="list-style-type: none"> • Identify opportunities for system improvement within Applications being supported. • Identify opportunities to improve processes for efficiency and security • Working collaboratively with relevant ICT teams to implement approved CI projects • Ability to staying up to date with advancing technology trends in relevant field 	<ul style="list-style-type: none"> • Propose improvement ideas for processes, staff training, automation. • Propose improvement ideas for application development resulting in improved effectiveness and efficient of the team. • Collaboratively working with other ICT Teams to implement improvement initiatives. • Contribution towards continuous improvement of processes within the team

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

Most Challenging Duties Typically Undertaken (Complexity):

- Deal with last minute needs and unsatisfied customers
- Complex issue investigation and resolution
- Training and coaching of team members to provide support and resolution for complex issues

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External Key external contacts are: <ul style="list-style-type: none"> • Suppliers • After Sales support with vendor support 	<ul style="list-style-type: none"> • Vendor Escalation • Order follow up
Internal Key internal contacts are: <ul style="list-style-type: none"> • SPC Staff – End Users • SPC ICT stakeholders • SPC ICT Staff • SPC Divisional Technical Experts • Consultants 	<ul style="list-style-type: none"> • Responding to service requests • Notification of changes to production systems • Understanding requirements and needs • Application Support • Assist users on different SPC Applications

Level of Delegation:

Routine Expenditure Budget: Euro 0

Budget Sign off Authority without requiring approval from direct supervisor: Euro 0

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Degree in computer Science, IT or related field, or equivalent/relevant work experience. 	<ul style="list-style-type: none"> • Cloud Computing Certifications • Relevant Microsoft developer certifications • ITIL • Prince • ServiceNow certifications

Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"> • Relevant Application Support Experience for 3 - 4 years • Experience in .NET framework particularly using C#.NET, ASP.NET, JavaScript, Angular.js. • Experience in PowerShell scripting for Windows Server 2008R2 or later • Demonstrated experience with in ServiceNow Administration including ITIL, ITSM Knowledge and experience • Demonstrated experience with Microsoft Project, Project Online, Project Server and SharePoint Online. • Experience in developing Microsoft Power Apps, Flow, Power BI and SQL. 	<ul style="list-style-type: none"> • Minimal of 3 years work experience in support AD, SharePoint Online, Navision, PayGlobal, Cornerstone and SQL • previous experience in a development role • previous experience in a application support role • Experience with Microsoft Dynamics 365 is highly desirable • Passion and experience with the Microsoft cloud platform

<ul style="list-style-type: none"> • Providing ICT application support to users in a customer focused environment. • Experience in designing technical documentations. • Demonstrated ability in identifying technology and process improvements. • Demonstrated ability to provide application training tailored to diverse end-user proficiency levels. • Experience in good customer service skills. • Excellent command of English or French. 	<ul style="list-style-type: none"> • Ability to diagnose, resolve and report issues related to SQL, Power apps and Power BI issues • Experience in Linux Support • Good working knowledge of English (for French speakers) • Knowledge of Pacific Island cultures and context
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Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Programming • Application Development • Application Support • API • Power Apps
Advanced level	<ul style="list-style-type: none"> • Database Management • Server Administration
Working knowledge	<ul style="list-style-type: none"> • Automation and scripting • Troubleshooting techniques
Awareness	<ul style="list-style-type: none"> • SPC Regulations and Policies • Software Life Cycle Management • Changes in Software Application technologies

Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity

Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

