

## POSITION DESCRIPTION

<b>Position Title:</b>	Application Support Analyst		
<b>Reporting to:</b>	CIO		
<b>Direct reports:</b>	0	<b>Location:</b>	Christchurch
<b>Indirect reports:</b>	0		
<b>Date created:</b>	27 January 2025	<b>Date last updated:</b>	27 January 2025

### About Us | Mō Mātou

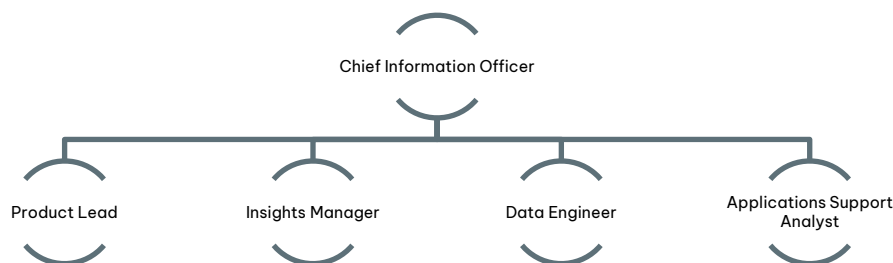
Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). Of these kaimahi, 700 are employed within Citycare Property, with 200 employed within our subsidiary, Spencer Henshaw.

**Towards 2030** is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the "**High5**". These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

### Primary Focus | Te Arotahi Matua

The Application Support Analyst (ASA) helps Citycare Property achieve its strategic goals by providing technical support for applications used within the organisation. The ASA troubleshoots and resolves application issues, ensuring minimal disruption to business operations. In addition, the ASA is responsible for ensuring optimal application performance, security, and compliance, while collaborating with a variety of teams to support business processes and customer value.

### Your Team | Tō Kapa



## Key Accountabilities | Ngā Kawenga Takohanga

<b>Application Support</b>	<ul style="list-style-type: none"> <li>• Provide technical support for software applications.</li> <li>• Troubleshoot and resolve application issues in a timely manner.</li> <li>• Monitor application performance and ensure optimal operation.</li> <li>• Collaborate with developers, business analysts, and IT staff to resolve application-related issues.</li> <li>• Maintain application documentation and support materials.</li> <li>• Assist in the deployment and configuration of new applications and updates.</li> <li>• Ensure compliance with relevant security standards and policies.</li> <li>• Educate users on operational systems as a super-user.</li> </ul>
<b>Integration Support</b>	<ul style="list-style-type: none"> <li>• Assist in the and maintenance of integration components including APIs, functions, service bus, event queues, and SQL queries.</li> <li>• Work with analysts and architects to establish integration specifications.</li> <li>• Implement appropriate logging and alerting to support monitoring and auditing.</li> <li>• Provide technical assistance to troubleshoot and resolve integration issues.</li> </ul>
<b>Process Optimisation</b>	<ul style="list-style-type: none"> <li>• Optimise IT business processes and improve operational efficiency.</li> <li>• Identify and promote business improvement opportunities using technology</li> <li>• Coordinate and communicate systems development and implementation.</li> </ul>
<b>Organisational Citizenship</b>	<ul style="list-style-type: none"> <li>• Upholds and exemplifies Citycare Property's Values every day.</li> <li>• Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities.</li> <li>• Undertakes all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to business expectations.</li> <li>• Participates in the implementation of sustainability and environment initiatives within the business.</li> <li>• Upholds and complies with approved Citycare Property's policies, plans, and programmes.</li> <li>• Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role.</li> <li>• Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.</li> <li>• Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely. and supports the best interests of the business.</li> <li>• Establishes and maintains credibility and respect by building strong working relationships across the business.</li> <li>• Develops and supports colleagues, being quick to identify and problem solve any issues.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type, as required by the Employer.</li> <li>• From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.</li> </ul>

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## Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsible for and required to:</b>	<ul style="list-style-type: none"><li>• Be personally responsible for your own and others' Health, Safety and Wellbeing at work.</li><li>• Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way.</li><li>• Be familiar with Health, Safety and Wellbeing procedures.</li><li>• Always establish and insist upon safe methods and safe practices.</li><li>• Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li><li>• Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.</li></ul>
<b>All People leaders are personally accountable for:</b>	<ul style="list-style-type: none"><li>• Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment.</li><li>• Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li><li>• Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li><li>• Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li><li>• Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li></ul>

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## Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"><li>• All Citycare Property kaimahi including:<ul style="list-style-type: none"><li>○ Product owners</li><li>○ Divisional Managers (BM, OSM, Sub-Contractors)</li><li>○ Operational Staff</li><li>○ Support function staff, including Finance, Administration, People.</li><li>○ Other Divisional and Branch Staff as required</li><li>○ Shared Service Technology team</li></ul></li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Customer(s).</li><li>• External Suppliers.</li><li>• Specialist external consultancies and providers.</li><li>• Professional bodies.</li><li>• Industry stakeholders.</li><li>• Other miscellaneous stakeholders and suppliers.</li></ul>

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## Qualifications | Ngā Tohu Mātauranga

<b>Essential</b>	<ul style="list-style-type: none"><li>• Relevant tertiary degree (NCEA Level 7) in related field e.g. Information Systems OR equivalent Industry knowledge OR Industry related qualification in Information Systems.</li></ul>
<b>Ideal</b>	<ul style="list-style-type: none"><li>• n/a</li></ul>

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**Experience | Ngā Pukenga**

<b>Essential</b>	<ul style="list-style-type: none"><li>• A minimum of 3 years' experience in application support or a similar role</li><li>• O365 / MS Office</li><li>• Data Integration</li><li>• IT infrastructure or software development.</li><li>• Excellent interpersonal and communication skills.</li><li>• Outcome focus with the flexibility to adjust to multiple demands, shifting priorities and ambiguity.</li><li>• A curious mindset.</li></ul>
<b>Ideal</b>	<ul style="list-style-type: none"><li>• CRM, Human Resource, or Project Delivery software related experience.</li><li>• Experience with workorder cost control and P&amp;L management.</li><li>• Experience in Boomi, PowerApps, Dayforce, Azure Logic Apps.</li></ul>

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**Agreement | Whakaaetanga**

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

**Signed by Kaimahi (Employee):**

**Date:**

**Signed on behalf of the Employer:**

**Date:**

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**Disclaimer | Te Whakakape**

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.