



Position Details

Position title:	Application Support Senior Analyst - OneCouncil
Award Classification:	Band 7
Department:	Digital Transformation and Improvement
Division:	People and Experience
Date Approved:	January 2026
Approved By:	Chief Information and Innovation Officer

Organisational Relationships:

Reports To:	OneCouncil Optimisation Lead
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and contractors.

Position Objectives

- Provide advanced (Level 2/3) application support and configuration for the City of Port Phillip's ERP – TechnologyOne Ci Anywhere (OneCouncil) with a primary focus on the Property & Rating module across Building & Planning and Safety & Amenity, ensuring stability, performance and great user experience.
- Act as a senior technical SME within the Applications Support team — owning complex incidents and problems, guiding best-practice configuration.
- Coordinate and deliver minor to moderate upgrades, patches, and enhancements in collaboration with the Council's IT team, business units, TechnologyOne and external consultants, balancing operational continuity with continuous improvement.
- Contribute to governance and service management (ITIL) practices, maintaining integration integrity, documentation, and service levels that meet the needs of the organisation and community.

Key Responsibilities and Duties

- Deliver Level 2 & Level 3 support for OneCouncil applications: investigate and resolve complex incidents/problems; perform root cause analysis; raise and manage problems; and implement sustainable fixes.
- Administer and configure assigned modules (e.g. workflows, BPAs, ETLs, forms/templates, DOC1, TScripts) in line with change management processes.
- Proactively monitor integrations, BPAs and ETL jobs; act on alerts; manage job failures and performance tuning to maintain availability and reliability.
- Plan and coordinate minor to moderate upgrades/patches and small enhancements, including test planning, regression, cutover, release notes and post-implementation review in collaboration with business stakeholders and the Councils IT team, including other members of the Digital Transformation and Improvement team.
- Collaborate with TechnologyOne and specialist consultants to progress complex defects and enhancement requests; track AMS cases and ensure timely business communication.
- Contribute to the OneCouncil operating model and forums (e.g. CAB, Design Forums, SME groups), ensuring outages/major incidents are promptly communicated.
- Document configuration, support procedures, knowledge articles and training materials to enable consistent support and effective handover.
- Partner with business stakeholders to identify improvement opportunities, simplify processes and enhance customer and community outcomes.

Accountability and Extent of Authority

- Accountable for meeting personal SLAs/OLAs and contributing to team service outcomes, including proactive mailbox and queue management (e.g. ServiceNow).
- Owns specific Problem records and identified improvement actions; drives closure and prevention of recurrence.
- Implements low/medium-risk changes under approved CAB processes; assesses risk/impact; escalates high-risk items appropriately.
- Provides specialist advice on assigned modules and related integrations, aligned to ICT architecture and cybersecurity principles.

Judgement and Decision Making

- Operates with autonomy on established methods, procedures and practices; exercises sound judgement to balance stability and improvement.
- Determines solution options for complex incidents/problems and recommends preferred approaches; escalates strategic or cross-module decisions to the Lead/Band 8 Specialist as required.
- Actively participates in governance forums to drive the right outcomes and share knowledge.

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Specialist Skills and Knowledge

- Strong knowledge of TechnologyOne Ci Anywhere (OneCouncil) configuration and administration, including workflows, BPAs, ETLs, forms/templates, DOC1 and TScripts.
- Working knowledge of the Compliance (P&R) modules within OneCouncil
- Ability to analyse complex issues, perform root cause analysis and design sustainable fixes that consider performance, security and user experience.
- Understanding of integrations, reporting and data concepts relevant to OneCouncil modules; ability to liaise with integration/reporting specialists.
- Familiarity with IT service management (ITIL) practices, release/change management and environment management.

Management Skills

- Plans and organises own work effectively; manages competing priorities and deadlines in a dynamic environment.
- Leads small initiatives (e.g. defect sprints, patch cycles, minor enhancements) end-to-end within agreed time, quality and risk parameters.

Interpersonal Skills

- Clear written and verbal communication tailored to business and technical audiences; ability to explain complex concepts simply.
- Builds respectful relationships across Council; collaborates effectively with stakeholders who may have competing priorities.
- Constructively influences outcomes and facilitates agreement on solutions and trade-offs.

Qualifications and Experience

- Degree or diploma in Computer Science, Information Technology or related field (or equivalent experience).
- ITIL certification (Foundation or higher) desirable; TechnologyOne training/certifications advantageous.
- 3–5+ years' experience supporting enterprise business applications with at least 2 years on TechnologyOne Ci Anywhere/OneCouncil in a Level 2/3 capacity.
- Demonstrated experience with upgrades/patching, test coordination, environment management and knowledge documentation.
- Experience working within the Compliance modules.
- Experience with ServiceNow (or similar ITSM tool) desirable.



Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

1. Proven experience delivering Level 2/3 support for TechnologyOne Ci Anywhere (OneCouncil), including complex incident/problem resolution and sustainable fixes.
2. Demonstrated ability to configure and administer OneCouncil modules (e.g. workflows, BPAs, ETLs, DOC1, TScripts) and to coordinate minor upgrades/patches.



3. Proven experience working with the Compliance module within OneCouncil
4. Strong communication skills with the ability to explain technical concepts to non-technical stakeholders and influence outcomes.
5. Demonstrated planning and time management skills

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.