

Position Description

Software Support Officer

POSITION:	Software Support Officer	REPORTS TO:	Chief Finance Officer
LOCATION:	Bowral	AWARD:	SCHCDS Award
DIRECT REPORTS:	None	CLASSIFICATION:	Level 3
DELEGATION AUTHORITY:	Refer to Argyle Housing's Delegation Schedule		

POSITION

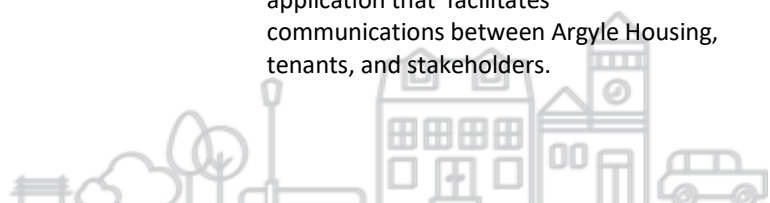
The Software Support role is to provide first point of contact support to users of the Integrated Management System (IMS) and support in the development of programs and applications used by all functions within the organisation. & ensuring desktop procedures are in place.

This includes, but not limited to, the review and analysis of existing content, perform corrective actions and at the direction of the Chief Executive Officer / Chief Finance Officer support strategic changes in the IT infrastructure of the organisation.

The primary platform and application is MRI (Castleton / Kypera) however the role includes liaising with external providers such as BNS and team members.

Expected to work under broad direction and minimal supervision.

STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
CUSTOMER EXPERIENCE	<p>Participate in best practice operations through ensuring quality and compliant systems and that processes are in place that meet legislative, contractual, licensing and registration requirements.</p> <p>Support the continuous improvement and development of services by assisting with the continual review and improvement of training, policies, processes, and systems.</p>	<ul style="list-style-type: none"> • Ensure compliance with all legal and regulatory policy and procedures. • Identify, report, and mitigate organisational risk. • Assist in the design and development of required business reports based on existing reports, legacy reports, and business requirements • Assist with the development, review, and implementation of best practice across organisational IMS policies & processes • Provide first point contact and ongoing technical support for all system users via phone/email and remote support tools. • Collaborate in the development, implementation & ongoing maintenance of the Argyle Housing Tenancy officer application that facilitates communications between Argyle Housing, tenants, and stakeholders.



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
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COMMUNITY CONNECTIONS

Support the Chief Financial Officer and raise the profile and reputation of Argyle Housing by participating in networking events and forums, and being an active member of the community housing sector

- Develop and maintain excellent working relationships with key vendors and suppliers, conducting dealings in a professional and appropriate manner.
- Attend and participate at relevant industry forums, conferences, and events

PEOPLE AND CULTURE

Support Argyle Housing to build and maintain a high-performance culture through effective management and accountability of own work practices, and develop own capability in a supportive, safe, and collaborative environment.

- Participate in the review and audit analysis of database content to perform corrective actions.
- Participate in training and development opportunities.
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RELATIONSHIPS AND COLLABORATIONS

Support Argyle Housing to ensure the delivery of quality systems that meet operational needs through the development and adherence to the organisational strategic plan

- Assist with the IMS outcomes of the organisational strategic plan to ensure they are delivered on time, on budget and compliance with probity best practice.
- Assist with the implementation of processes to monitor and capture systems performance

Support the organisation to achieve effective and efficient business operations by developing, implementing, and maintaining the IT & IMS strategy that supports the delivery of strategic and service delivery objectives and ensures effective disaster recovery and security protocols are in place.

- Ensure Argyle Housings systems comply with agreed best practices and support the delivery of the strategic plan.
- Assist with ongoing development of related departmental policies and procedures, including appropriate controls around change management.

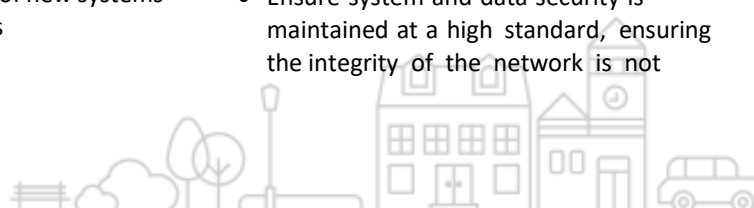
SUSTAINABLE GROWTH

Support Argyle Housing’s success by implementing systems related projects and programs outlined in the business and strategic plans.

- Identify and monitor the successful relevant programs and initiatives outlined in the strategic and business plans

Support sustainable growth by ensuring information systems support growth and assist with the implementation of new systems and/or programs

- Support with the management of change and implementation of Argyle Housings’ information systems.
- Ensure system and data security is maintained at a high standard, ensuring the integrity of the network is not



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WORK, HEALTH & SAFETY

Follow workplace procedures for hazard identification and risk control and contribute to/participate in consultative opportunities for the management of work health and safety.

compromised.

- Maintain a working knowledge and understanding of:
 - The legal rights and responsibilities regarding WHS
 - The way WHS is managed in the workplace
 - What are workplace hazards & how to identify them.
 - Preferred ways to control risks
 - WHS procedures and processes
 - Workplace designated WHS personnel (i.e.: fire wardens, first aid officers, WHS Officer, etc.)
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, so far as is reasonably able, with any reasonable instruction that is given by Argyle Housing to allow the compliance with the Act
- Cooperate with any reasonable policy or procedure of Argyle Housing relating to health or safety at the workplace that has been notified to workers

KEY CONTACTS

Internal:	External:
• Chief Financial Officer	• Tenants
• IMS Administrator	• Contractors
• Chief Executive Officer	• 3 rd Party Vendors and suppliers
• Finance Team	
• IT Officer	
• Housing Operations Team	
• Property & Asset Services Manager	
• Assets and Maintenance Teams	



KEY PERFORMANCE INDICATORS

- Ensure Desktop procedure manual is current for all tasks

- Ensure the licence fees for the MRI Castleton applications are in place prior to annual renewal

- Ensure the MRI / Castleton program is current with version and system fixes

- Internal tickets are addressed within 30 business days

- Ensure all users are trained on Housing / Finance and Agile application

- Identify and advocate opportunities for innovation

QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- Relevant IT degree or industry experience

- Demonstrated experience in a similar systems role with a working knowledge of network and PC operating systems including Microsoft applications

- Demonstrated experience in VB/SQL language and working with Microsoft SharePoint, Microsoft Exchange Server, Microsoft SQL Server

- Practical knowledge in importing data for use in report software, spreadsheets, graphs and flowcharts

- Demonstrated excellence in analytical capabilities

- Sound written and verbal communication skills, particularly in the area of technical and process / procedural documentation

- Detail oriented with good time management and organisational skills.

- Possesses excellent problem solving, trouble shooting and communication skills with the ability to communicate effectively with clients & colleagues at all levels.

- Provide support and instructions to staff via phone/email and remote support tools.

- Current driver's licence



ARGYLE HOUSING VISION

To deliver quality housing options and connections to community.

ARGYLE HOUSING VALUES

RESPECT We have regard for the feelings, wishes and rights of everybody

OPPORTUNITY We seek out ways to improve and add value to the delivery of our services

ACCOUNTABILITY We are accountable for what we do and how we do it

RESILIENCE We face our challenges, we learn and we move forward

ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Software Support Officer position and that I have received a copy of the position description for this role.

Name

Signature

Date

CEO
APPROVED:

SIGNATURE:

DATE:

