

<b>POSITION TITLE</b>	Applications Support Analyst
<b>POSITION TERM</b>	Ongoing
<b>FUNCTION / DEPARTMENT</b>	Operations
<b>ANZSOG CAPABILITY</b>	Capability Level 2
<b>REPORTING MANAGER</b>	IT Applications Lead
<b>No. DIRECT REPORTS</b>	0
<b>LOCATION</b>	Offices in Melbourne, Sydney and Canberra
<b>APPROVED BY</b>	Chief Operating Officer
<b>APPROVAL DATE</b>	October 2025

## ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

## ABOUT THE POSITION

This role supports ANZSOG's business applications and system integrations across key business systems (including Salesforce CRM, ERP), and contributes to project delivery and solution evaluation. The role is a key enabler of operational efficiency and digital transformation, helping drive continuous improvement across systems and processes.

The analyst will report to the Applications Lead, working under the direction of both the Applications Lead and the Chief Information Officer (CIO). They will collaborate closely with internal stakeholders across business units, including product owners, vendors and technical teams, to ensure applications are aligned with business needs and strategic goals, while maintaining a quality standard on BAU tasks. This will include timely resolution of application issues and maintaining high levels of service availability.

The analyst will be responsible for executing strategic initiatives and business objectives through application support and enhancement, and contribute to project activities such as scoping, testing, deployment, and post-implementation support. They will participate in product and solution evaluations, including vendor assessments and fit-for-purpose analysis.

## ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- **Program Delivery:** Coordinate and deliver programs, projects and services.
- **Process Improvement:** Identify and implement improvements in work practices.
- **Collaboration:** Work across teams to support strategic initiatives.
- **Client Service:** Provide high-quality support to participants and stakeholders.
- **Reporting & Analysis:** Prepare reports and contribute to data-informed decisions.

## KEY FUNCTIONAL ACCOUNTABILITIES

- Provide day-to-day support for business-critical applications, including Salesforce CRM and SIS systems.
- Troubleshoot and resolve application issues, ensuring minimal disruption to business operations.
- Assist with application configuration, user access, and role-based permissions.
- Support integration workflows between systems and contribute to data integrity and synchronisation efforts.
- Participate in application-related projects, including upgrades, enhancements, and new implementations.
- Collaborate with internal stakeholders to understand business needs and translate them into technical solutions.
- Contribute to product and solution evaluations, including vendor assessments and fit-for-purpose analysis.
- Document support procedures, known issues, and resolutions for knowledge sharing.
- Other activities as directed by their manager

## QUALIFICATIONS, SKILLS AND EXPERIENCE

- Minimum 3 years' experience in application support or a related IT role.
- Hands-on experience with Salesforce CRM, SIS, and ERP platforms and financial systems.
- Familiarity with system integrations, APIs, and middleware tools.
- Exposure to project environments, including working with cross-functional teams and managing deliverables.
- Strong problem-solving skills and attention to detail.
- Excellent communication and stakeholder engagement abilities.
- Ability to work independently and as part of a collaborative team.

### *Desirable*

- Experience with ticketing systems (e.g., Freshdesk, ServiceNow).
- Exposure to ITIL practices or formal support frameworks.
- Basic understanding of data governance and security principles.
- Experience with application development or scripting is a plus.

## ANZSOG VALUES

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.