

Positions Vacant – Systems Analyst – 12 month contract

- Report to the IT Manager
- Located at Port Botany

The role of the Systems Analyst is to manage the IT applications portfolio across the landscape of the business including project management, applications governance, application enhancements and lifecycle management. This includes identifying and leading the delivery of synergies of improvements across the application portfolio whilst supporting day to day operations as well as driving and owning application specific strategic goals and initiatives.

Key accountabilities for the role will include:

- Lead projects from initiation (business case, funding, and project initiation) using internal resources to establish commercial viability and manage projects.
- Manage regular meetings and workshops with stakeholders throughout the organisation to understand the specific goals of the overall organisation and individual business units and translate identified needs into technology requirements/design for IT/Vendor development, fostering relationships to move towards a single point of contact relationship
- Drive the management of cases, requests, and deployment of releases, patches, requests and customisations
- Monitor application system performance; diagnose problems and resolve these with users; making appropriate changes to documentation; Identify permanent solutions to resolve consistent or known errors
- Provide Level 1 and 2 operational support and troubleshooting for existing applications systems.
- Design and implement system security standards and governance for applications
- Provide training to new and existing users regarding any of NSW Ports applications
- Ensure that NSW Ports systems are fully operational and any loss of service is restored in a timely and efficient manner
- Ensure that the application roadmap, solutions and application support documentation is maintained to the highest quality and accuracy

What experience, qualifications and skills you will have to be successful:

- At least 3-4 years commercial experience in supporting core business applications
- Tertiary qualifications in Information Technology, Business, Statistics or a related discipline
- Has led a project delivery team that has successfully delivered a major business solution (applications systems into production)
- Strong knowledge of current IT frameworks and business technology (e.g. ITIL)
- Working knowledge of SQL Databases & basic network configuration
- Experience installing, configuring or supporting business applications with a track record of career growth and skill development
- Proven experience in leading customer delivery and governance of managed IT services
- Strong stakeholder and vendor management skills
- Complex problem solving with the ability to diagnose & address application issues, and communicate these with stakeholders/users

For more information or to submit your application, please contact Adam Mauceri from ecareer on phone: 9248 6814 or email: adam.mauceri@ecareer.com.au.