

Corporate Applications Officer

POSITION DESCRIPTION



Position Number:	2466
Department:	Organisational Services
Section:	Corporate and Technology Services
Unit:	Information Systems
Position Status:	Permanent / Full Time
Classification:	Level 5 - Rockhampton Regional Council Internal Employees Certified Agreement 2025
Reports To:	IT Corporate Applications Supervisor
Revised:	October 2026

General Position Statement

This position supports Council's direction by providing specialist technical support, advice and information to key stakeholders regarding the implementation and ongoing maintenance of Council's corporate applications, ensuring the developing of good working relationships with all staff and the public.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- As a technical expert for incident resolution provide technical, procedural and process support for a range of Council's core corporate applications
- Undertake specialist and complex database administration activities across Council's corporate applications and use various structured query languages to resolve issues.
- Liaise, negotiate and maintain professional relationships with external vendors, key business users and functional experts throughout the organisation to ensure the delivery of key initiatives in system improvements, integration, data management and upgrade of a range of corporate applications
- Undertake research, investigation, analysis and planning relating to the implementation and ongoing maintenance of Council's corporate applications.
- Undertake evaluation and assessment of implications for Council, and provide recommendations to management regarding options, risks and opportunities for the organisation.
- Coordinate a range of complex projects relating to the implementation of new/or upgrade of Council's corporate application systems considering budget, time and quality.
- Undertake the technical design, configuration and integration of solutions ensuring appropriate infrastructure and resources are in place to meet the ongoing needs of Council.
- Provide complex and accurate reports to key stakeholders across the organisation ensuring they meet the needs of Council and informs decision making.
- Provide specialist advice to stakeholders at all levels in order to resolve complex corporate applications issues and ensure the use of IT systems are in line with relevant policies.

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- Support management in the review and drafting of a range of documentation including processes, proposals, business cases and project plans etc.
- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Demonstrated skills and experience supporting various corporate applications, carrying out database administration responsibilities and supporting complex computer based business systems.
- Proven knowledge and understanding of system security, documentation, performance monitoring and backup strategies.
- Proven track record in developing professional working relationships with internal and external stakeholders including strong ability to negotiate positive outcomes for a large organisation.
- Proven skills and experience providing systems training and developing a range of documentation including manual, business cases, proposals, plans etc.
- Proven team skills with proven ability to work closely with a small team to achieve organisational outcomes.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.

Qualifications

- Degree qualifications in Information Technology or industry qualifications relevant to the duties of the position and/or equivalent demonstrated experience

Desirable Qualifications and Experience

- Experience with using and administering any of Council's Business Systems or similar systems:
 - Document Management – TechnologyOne Enterprise Content Management;
 - Financial and Asset Management – TechnologyOne Core Enterprise Suite;
 - Local Government Property, regulatory, Revenue and Rating system - Infor Pathway, Infor ePathway;

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- Human Resources and Payroll – Aurion;
- Spatial – ESRI GIS;
- Microsoft products: SharePoint, Teams
- IT Management – Service Desk Plus.
- Knowledge and extensive experience in the following areas:
 - Relational database design and development;
 - Database Administration and Documentation (MS SQL Server);
 - Application and database query languages (i.e., SQL);
 - System architecture design and documentation
 - Data warehousing
 - Web service languages (HTML, CSS, JavaScript) / Web services technologies (SOAP, XML, JSON, WSDL)
 - Reporting: Crystal Reports; M365, Application in built reporting;
 - Cloud / SaaS migration and Support;
 - Windows Operating systems;
 - ITIL Service management Framework.

Special Requirements – Essential

- An ongoing condition of employment for this position is that the employee must meet the requirements necessary to successfully complete an Aviation Security Check. To qualify for an Aviation Security Check, applicants must periodically submit to Police background, politically motivated violence and Australian citizenship checks (checks are arranged by Council).

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	