



Customer Service Application Support Analyst

Role Reporting Information	
Role Title	Customer Service Application Support Analyst
Position Number	6002230 (FFT083)
Role Reports Directly To	Customer Service Application Support Leader
EnergyAustralia Group Executive Manager	Technology and Change Executive
Date	April 2018

Role Family – Service Management (Why the family exists and how it adds value to EnergyAustralia)
The management of IT resources required to plan for, deliver, control and support IT services, ensuring they are delivered efficiently and effectively meeting the requirements of the business.

Purpose of Team / Business unit and Key Challenges (How the business team and business unit add value to EnergyAustralia)
<p>The purpose of the team is to provide maintenance and support services to all of EnergyAustralia's applications. Ensuring the stable operation of the applications and all of the application interfaces which deliver the end-to-end service.</p> <p>The key functions managed by this team include:</p> <ol style="list-style-type: none">1. Applications Management<ul style="list-style-type: none">• Define and enforce processes and procedures to ensure that support services are delivered to agreed service levels• Develop capacity plans to ensure current and future demand on application support services are met• Ensure opportunities for process improvement throughout application support services are identified and exploited to improve operational efficiency2. Application Simplification<ul style="list-style-type: none">• Develop processes and procedures to define the application consolidation process with EnergyAustralia• Work with the business to determine the future application landscape with a key focus on application simplification3. Vendor Management<ul style="list-style-type: none">• Manage a number of vendors providing application support services ensuring delivery is cost effective, timely and meets agreed quality standards• Provide monitoring and reporting on vendor managed services to drive continuous service improvements• Drive accountability and transparency of SLAs with vendors <p>Key Challenges include:</p> <ul style="list-style-type: none">• Managing the provision of EnergyAustralia's applications in a highly outsourced environment whilst also actively seeking to reducing the number of vendors• Minimising duplication of resources including people and applications to deliver value-for-money services• Introducing key vendor metrics to drive improved performance and costs as aligned with



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business' expectations

- Driving simplicity in a complex technical and multi-sourced environment
- Introducing a culture of performance-based management and continuous improvement with vendors
- Delivering changes to the primary support contract to address critical gaps and improve commercial terms

Purpose of Role

(Single sentence statement of why the role exists and how it adds value to EnergyAustralia)

The purpose of the Customer Service Application Support Analyst is to provide expertise, maintenance and support for specific applications to ensure stable operation and availability. Responsible for ensuring application interfaces support business processes. Provides application management including installing, configuring, upgrading, administering, monitoring and maintaining the applications to keep them in a usable state, ensuring they are correct, consistent and available at all required times.



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IT Competencies							
(Refer to the IT Competency Model for further detailed description of competencies)							
IT Competencies	Follow	Assist	Apply	Enable	Ensure, advise	Initiate, influence	Set strategy, inspire, mobilise
	1	2	3	4	5	6	7
Asset Management							
Availability Management							
Contract Management							
IT Operations							
Problem Management							
Service Level Management							
Technical Specialism							
Role Specific IT Competencies	Follow	Assist	Apply	Enable	Ensure, Advise	Initiate, Influence	Set Strategy, Inspire, Mobilise
	1	2	3	4	5	6	7
Application Support							
Supplier Relationship Management							

Role Accountabilities
(What are the key accountabilities for the role)
<ul style="list-style-type: none"> • Implements, configures and supports applications during the hours required by the business ensuring application availability, performance, reliability, maintainability, serviceability and capacity are provided in line with agreed service level agreements (SLAs) • Provides application support resolving all incidents and requests in line with SLAs and under taking problem managing working closely with the end user • Ensures all applications adhere to security policies and appropriate escalation processes are in place for all applications • Documents all applications and integration components for support purposes in accordance with required standards, methods and procedures and adheres to any applicable configuration management procedures • Ensures maintenance releases are protected by appropriate and tested back-out measures



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- Contributes to the continuous improvement of the application support function by maintaining awareness of technology developments and making appropriate recommendations to enhance application services
- Liaises with application vendors as required and when applicable as per the SLAs

Values – Ways of working and behaviour expectations (What key behaviours are expected in the role)	
Our Customers are our Priority	We know our customers; what they need and value
	We consider the customer in every decision
	We get the detail right and give our customers what we promised
	We take the hassle out of customers' lives
	We treat customers as we would like to be treated ourselves
	We aim to make every customer an advocate of EnergyAustralia
Do the Right Thing	We do not compromise on safety
	We act with integrity and comply with the law
	We communicate openly and honestly, and listen to our stakeholders
	We weigh the impact of our decisions on returns, the environment and communities
	We treat others with fairness and respect
	We are accountable and take responsibility for our actions
Change	We never stop looking for new ways to improve
	We innovate, turning opportunity into advantage
	We go after change with enthusiasm and passion
	We recognise change is hard, and support our stakeholders through it
	We are genuine in seeking and giving feedback
	We drive high-performance by setting the right priorities



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Key Activities, deliverables and metrics (Single sentence description of key activities of role and related detail on time, expectation, customer, end products and inputs)		
Key Activities and Deliverables		Metrics
Business needs and services	Applies applications services to meet users processes, service standards and business continuity	<ul style="list-style-type: none"> IT service standards map directly to business needs for application support and disaster recovery
IT services	Applies application services to business agreed service levels and budgets. Manages applications portfolio and documentation	<ul style="list-style-type: none"> IT services are defined internally and with vendors to map directly to business needs Applications with standards for support and disaster recovery are documented Help desk service agreements reflect service standards
IT fixes/changes	<ul style="list-style-type: none"> Identifies needs for fixes/changes/maintenance Needs for fixes/changes/maintenance are implemented on time and to agreed cost without disrupting business processing 	<ul style="list-style-type: none"> Agreed level of incidents due to fixes/changes/maintenance Agreed level of business disruption due to fixes/changes/maintenance Adherence to schedules and budgets
Operations governance	Applies applications/services/maintenance meet agreed operations targets	<ul style="list-style-type: none"> Applications availability during operating hours, performance targets, processing, etc.
Vendor engagement and management	Applies services provided by vendors are agreed, implemented and performance managed	<ul style="list-style-type: none"> Vendor performance reports Vendor service exceptions and escalations Vendor budget outcomes
Vendor agreements	Uses vendor application agreements for licences, support and maintenance reflect service needs for business and IT	<ul style="list-style-type: none"> Currency of agreements Budgets meet agreements Agreement changes are endorsed by stakeholders including business, IT, finance, procurement, vendor management, ECG/IC, etc. IT service outcomes meet agreed targets
Change management	All fixes/changes/maintenance meet CAB standards are endorsed prior to implementation	<ul style="list-style-type: none"> CAB records
Security and compliance	All fixes/changes/maintenance comply with requirements of security, architecture and compliance	<ul style="list-style-type: none"> Findings from security, architecture, CAB and audit
Environment management	Working with Service Management to oversight applications environments (for the agreed system development life cycle and disaster recovery) agreed level of currency, availability, performance and capacity	<ul style="list-style-type: none"> Frequency of applications incidents and problems due to environments Investment needs for application environments Business service levels and exceptions due to applications environments



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Team work	Ability to exhibit 'boundary less' and collaborative behaviours to meet business and IT service standards with staff and vendors	<ul style="list-style-type: none"> • Issues arising • Level of engagement and satisfaction
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Process Accountabilities (Which business processes is this role accountable for effectiveness of)	
Database checks	Daily applications review to determine basic metrics and state
Incident Management	As needed triage of problems/incidents, vendors service management, problem management and standing up Tech bridges as needed
Monthly Operational Governance meeting	Monthly governance meetings with vendors
Weekly Support Meetings	Weekly work load planning for business demand for fixes/changes/maintenance
Fortnightly Operational Governance meetings	Fortnightly account governance meetings with vendors
Financials	Input as needed to ensure appropriate budgets are in place and met. ECG/IC agreements are obtained on schedule. That required PRs/POs are raised on schedule in line with required agreements for licencing, support and maintenance
CAB management	Manage applications approvals for all fixes/changes /maintenance
Security and Compliance	Manage access to environments and compliance with standards
Environment Management	Work with service management, vendors, architecture and business to identify and implement opportunities to achieve and improve overall performance

Key Interactions (internal and external) that this role must form productive relationships with	Frequency and Purpose of Interaction
Application Support Leader	Daily – Advise / Inform / Take Direction
Customer Service Application Support Leader	Daily – Advise / Inform / Take Direction
Application Support Team Members	Daily – Advise / Collaborate / Inform
Business Unit Liaison	Weekly – Advise / Collaborate / Influence / Inform
Architecture/Security	Weekly – Collaborate / Direct / Influence
Vendor Relationships	Weekly – Collaborate / Direct / Influence

Required Capabilities and Qualifications
Application support experience in an organisation of a similar size
Open and effective communication skills
Relevant tertiary qualification in an IT related discipline
Applications skills in Customer Service applications including C1 – Customer Care and Billing (Oracle CCB), MDMS - Meter Data Management System (Oracle Loadstar), INFRA – complaints Management, Bernie (Business Continuity), DOLLS (Online Learning), Retail Data Warehouse (RDW), etc.
Technical skills in applications development in Web development technologies Java/Microsoft and data bases Oracle/Microsoft SQL Server



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Project management skills and abilities to manage concurrently 2 to 4 fixes/change/maintenance needs
Service management skills and abilities to manage a portfolio of 5 to 10 IT applications
Vendor management skills to support a portfolio of 5 to 10 IT applications for licences, support and maintenance

Desired Experience for Role
Demonstrated experience in the implementation and management of ITIL and COBIT control frameworks
Demonstrated experience in providing support services in a multi sourced environment with experience of managing & negotiating effective contractual arrangements with third party providers
Demonstrated experience in Customer Service applications for at least 2 years
Demonstrated technical experience for at least 6 years
Demonstrated project management, service management, stakeholder management and vendor management experience for at least 6 years

Role Dimensions	
Number of Direct and Indirect Reports	2 to 5
Budget Revenue	N/A
Budget Opex	\$20 to \$500 Thousand
Budget Capex	N/A

Delegations of Authority	
Operating Expenditure	N/A
Capital Expenditure	N/A
Other Authorities	N/A

NB: This is not a complete list of accountabilities and deliverables; you will be required to perform other tasks in line with your position, as directed by your manager from time to time.



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