Job Description

tasman district council | Te Kaunihera o te tai o Aorere

My Position

Position: **Application Support Analyst - M365 & D365**

Section: Hybrid Workplace

Group: Council Operations

Responsible to: Senior Application Support Analyst M365/SharePoint

Job Purpose:

- Deliver specialist application support, information management, automation and analyst services across Council's Microsoft 365, SharePoint Online, Teams, OneDrive, Power Platform and Dynamics 365 environments.
- Enable secure and effective digital service delivery through the support, governance and continual improvement of Council's collaboration, information management and business application platforms.
- Lead Information Management practices that improve the governance, accessibility, discoverability and lifecycle management of Council information and records.
- Develop, support and improve digital solutions, automation services and knowledge resources that enhance business capability, user experience and organisational outcomes.

SFIA Levels of Responsibility

Autonomy - Level 4, Influence - Level 4, Complexity - Level 4, Business Skills - Level 4, Knowledge - Level 4

SFIA Skills and Competencies

Application Support	ASUP - Level 4
Problem Management	PBMG - Level 4
Customer Service Management	CSMG - Level 4
Change Management	CHMG - Level 4
Information Management	IRMG - Level 4
Knowledge Management	KNOW - Level 4
Programming / Software Development	PROG - Level 3

Our Council

Our District Vision: Thriving and resilient Tasman communities

Kia manawaroa te tai o Aorere

Our Purpose: Delivering Public Value

Kia whai hua mā te marea

Our Values

We support our Vision and Mission through living our values.

Auahatanga – *Innovation. I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

Manaakitanga – *Caring/ Sharing. Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – *Responsibility*. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Whanaungatanga – *Relationships.* *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

My Group

Role of the Council Operations Group

The Council Operations Group supports the Chief Executive in their role by providing leadership, management and service delivery in several key organisational areas: information technology, governance, enterprise risk and audit assurance, procurement, health and safety, business improvement, legal services, communications and change management, people management and wellbeing.

The Group acts as a 'centre of excellence' for cross-council functions and priorities. As deputy to the, CEO the Chief Operating Officer supports the CEO's priorities and obligations to ensure the timely implementation of Council's plans as they reflect Council's policies; providing efficient and effective strategic support and leadership to Council's business operations; and to fulfil the CEO's due diligence responsibilities as an 'officer'.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
Application Support (SFIA - ASUP) • Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures. **(L4)** • Uses application management software and tools to investigate issues, collect performance statistics and create reports. **(L4)**	**Application Support (Tasman DC - ASUP)** • Maintains operational support for Microsoft 365, SharePoint Online, Teams, OneDrive, Power Platform and related services. • Uses FreshService, Microsoft 365 administration tools and reporting to investigate incidents, analyse service performance and identify improvement opportunities. • Ensures incidents, service requests and support activities are managed in accordance with agreed service standards and procedures. • Contributes to continual improvement of platform stability, usability and customer experience across M365 services.
Problem Management (SFIA - PBMG) • Investigates problems in systems, processes and services. **(L3)** • Contributes to the implementation of agreed remedies and preventative measures. **(L3)** • Initiates and monitors actions to investigate and resolve problems in systems, processes and services. **(L4)**	**Problem Management (Tasman DC - PBMG)** • Leads investigation of recurring and high-impact issues affecting SharePoint, Microsoft 365, Power Platform and Information Management services. • Performs root cause analysis and coordinates corrective and preventative actions.

• Collaborates with others to implement agreed remedies and preventative measures. **(L4)**	• Tracks problem records and remediation activities through agreed support and governance processes. • Drives continual service improvement through trend analysis, knowledge sharing and support process enhancement.
Customer Service Management (SFIA – CSMG) • Acts as a routine contact point for customers, handling a wide range of inquiries and service requests. **(L3)** • Performs initial investigation and diagnosis of customer issues, resolving them where possible or escalating as needed. **(L3)** • Monitors service delivery across multiple channels and analyses performance data. **(L4)** • Contributes to the development and implementation of service standards and procedures. Provides technical and procedural guidance to team members. **(L4)** • Collaborates with other departments to enhance the overall customer experience. **(L4)**	**Customer Service Management (Tasman DC - CSMG)** • Acts as a key contact for SharePoint, Microsoft 365, Power Platform and Information Management services. • Provides specialist guidance and support to business users, site owners and Service Desk staff. • Contributes to service standards, support procedures, knowledge resources and user enablement activities. • Builds strong stakeholder relationships that support effective adoption and use of Council technology platforms.
Change Management (SFIA - CHMG) • Develops, documents and implements changes based on requests for change. **(L3)** • Applies change control processes and procedures. **(L3)** • Applies tools, techniques and processes to manage and report on change requests. **(L3)** • Assesses, analyses, develops, documents and implements changes based on requests for change. **(L4)** • Ensures operational processes and procedures are in place for effective change control. **(L4)** • Identifies problems and issues and recommends corrective actions. **(L4)**	**Change Management (Tasman DC - CHMG)** • Assesses, documents, tests and implements changes across SharePoint Online, Microsoft 365 and Power Platform environments. • Ensures change activities comply with approved governance, operational and support procedures. • Maintains visibility of planned changes, impacts and implementation outcomes through agreed change management processes. • Identifies risks and improvement opportunities that enhance service reliability, supportability and user experience.
Information Management (SFIA - IRMG) • Support the governance, structure, quality and lifecycle management of Council information held within Microsoft 365. **(L4)** • Assist with metadata, retention, records management, content architecture and information discoverability practices. **(L4)** • Work with business areas to improve the way information is stored, managed, found and retained. **(L4)**	**Information Management (Tasman DC - IRMG)** • Maintains Information Management practices across SharePoint Online, Teams, OneDrive and related Microsoft 365 repositories. • Improves metadata, information architecture, permissions, retention and content lifecycle management practices. • Supports business units to manage information in line with governance, compliance and operational requirements. • Enhances information quality, discoverability and records management outcomes across Council.
Knowledge Management (SFIA - KNOW) • Create, maintain and improve documentation, guidance, support materials and knowledge articles for M365 and SharePoint services. (L4) • Promote knowledge sharing and consistent ways of working across users, site owners and support teams. (L4) • Identify opportunities to improve user capability, reduce repeat queries and strengthen operational resilience. (L4)	**Knowledge Management (Tasman DC - KNOW)** • Maintains knowledge articles, support procedures and operational documentation for Microsoft 365 and SharePoint services. • Captures and shares technical knowledge, service learnings and support practices across teams. • Improves user capability through clear guidance, training material and knowledge resources. • Supports operational resilience by reducing reliance on individual knowledge and promoting reusable solutions.

Programming / Software Development (SFIA - PROG)	Programming / Software Development (Tasman DC - PROG)
• Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs and scripts. (L3) • Applies agreed standards and tools to achieve a well-engineered result. (L3) • Collaborates in reviews of work with others as appropriate. (L3)	• Develops and maintains Power Automate workflows, Power Platform solutions and Microsoft 365 automation components. • Contributes to the support, enhancement and testing of SharePoint and SPFx-based solutions. • Applies agreed development, testing, documentation and release practices to delivered solutions. • Produces maintainable solutions and technical documentation that can be supported by the wider team.

My Contribution

Accountability
- I take responsibility for my performance, decisions and actions and how these impact on others.
- I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.
- I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

Customer Focus
- I focus on the needs of our customers and provide all of them with outstanding service.
- I treat all people with respect, and I deliver on the commitments I make.
- My actions are fair and build trust with my colleagues, customers and our community.

Relationship Building
- I build and maintain genuine relationships with my colleagues, customers and our community.
- I actively listen to others and am supportive, friendly and helpful.
- I respect all cultures and act in ways that make others feel included and valued.

Resilience & Adaptability
- I support new ways of working and am able to be flexible and calm when facing change or difficult situations.
- I am digitally confident and participate in opportunities to learn how to apply digital business technology and tools to my work.
- I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive
- I take responsibility for my own learning and development and welcome feedback to improve my performance.
- I effectively plan, manage and prioritise my work and deliver it on time.
- I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.

Collaboration & Inclusion
- I actively contribute to the achievement of team goals and objectives.
- I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.

Civil Defence Emergency Management
- I provide assistance and support during civil defence / emergency management activities.
- I participate in civil defence and emergency management training.

Working within te ao Māori
- I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.
- I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.
- I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Tauihu for my role.
- I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- Five years' work experience in similar role, preferably in a Council environment
- A Level 5 Diploma in Information Technology, Information Management or a related field is desirable.
- Alternatively, significant Microsoft technology training and demonstrated practical experience may be considered equivalent.
- Practical experience supporting Microsoft 365, SharePoint Online, Teams, OneDrive, Power Platform or comparable enterprise collaboration platforms.
- Experience applying information management, document management, records lifecycle or content governance practices in a business environment.
- An understanding of incident, problem and change service management processes - ITIL certification is desirable.
- Local Government experience or experience in a large organisation is desirable.
- Experience creating user guidance, support documentation or training material is desirable.

My Personal Attributes:

- Good understanding of the principles of Te Tiriti o Waitangi and tikanga Māori
- A collaborator with a strong action orientation
- Demonstrated commitment to delivering excellent customer and end user experiences
- Strong analytical and problem-solving skills
- Strong interpersonal and communications skills, able to relate to technical and non-technical stakeholders
- Confident working independently and as part of a team
- Strong attention to detail and commitment to quality
- Takes ownership of issues and follows them through to resolution
- Strong focus on collaboration, inclusion, and mutual respect
- Well organised and able to manage competing priorities
- Adaptable and open to new technologies, tools, and ways of working.
- Friendly disposition with a strong focus on customer service
- Committed to continuous learning and improvement
- Takes initiative and actively contributes to team success

My Agreement

My Name: ……

My Signature: ……

Date: ……