

Queensland Airports Limited Position Description



Our Vision defines our purpose. Our seven value drivers guide our strategic direction. Within each driver are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision

Position Title: Applications Analyst
Location: Airport Central, Gold Coast Airport
Department: Technology
Reports to: Business Technology Manager
Reporting to this position: N/A

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2.0	12/06/2024	P&C

Position Purpose

The Applications Analyst is responsible for providing application support and analysis across the QAL Technology environment. This includes level 1/2 application support, process improvement initiatives, system administration and functional analysis.

Position Requirements

Objective 1: Application Support

- Provide excellent customer service to end users which reflects highly on the services provided by QAL Technology
- Manage the support queue and provide timely responses to incidents and requests from users
- Investigate and resolve issues and where required, co-ordinate with internal and vendor support teams on escalating through to resolution
- Provide support across the inputs, business process, outputs of application functionality
- Collate and share a knowledge base of common queries and issues to assist with user training and awareness

Objective 2: Process Improvement

- Develop an understanding of the business capabilities and processes supported by the application catalogue
- Constantly challenge the status quo and find efficiency and better ways to do things to make the life of end users easier and hassle free
- Working closely with the process owners, identify, document, and prioritise improvement opportunities across the people, process, and technology spectrums
- Co-ordinate the planning, communications, testing and rollout of updates and enhancements

Objective 3: System Administration

- Maintain documentation to support process governance for access management
- Working with our vendors and partners, review, align and administer the delegations, functional and data access model
- Provisioning of new user accounts, updates, and deactivations
- Support the provision of and downstream update of master data from source systems

Objective 4: Functional Analysis

- Defines, documents, and carries out small projects or sub-projects, alone or with a small team, actively participating in all phases
- Identify, scope, design and deploy changes and updates to reports
- Facilitate and assist with data/process integration
- Ensure appropriate documentation is maintained around configuration management to support change control

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Objective 5: Project Participation / Innovation / Continuous Improvement (*Don't Not Change*)

- Build strong working relationships with internal and external stakeholders
- Effort is made to continuously maintain and improve the quality of WH&S procedures and tools for the site.
- Provide high levels of customer service upholding the QAL values to both airport and internal customers and present a positive image for the Company at all times.

Objective 6: Workplace Health & Safety, Environmental and Aviation Safety & Security (*Do Not Change*)

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- All compliance requirements (e.g. legislative, policies, procedures) adhered to
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Behavioural Expectations for all QAL Employees

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Authentic

- We are true to ourselves and our communities.
- We build genuine connections and deliver on our promises with integrity.

Brave

- We dare to be different and inspire change.
- We pursue new opportunities with courage and challenge the status quo.

Inclusive

- We celebrate difference and empower one another.
- We value every perspective and recognise that diversity makes us stronger.

Responsible

- We lead the way with purpose.
- We are accountable for our decisions.

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Behavioural Objectives

Whether a team member without direct reports or an executive running a division, all employees at QAL lead in one way or another. They may lead self, lead others or lead business. As such within the Performance Conversations set each year, managers will seek to set clear behavioural expectations for your specific role on the year ahead. As a minimum expectation your role is expected to demonstrate the following behaviours always when carrying out the role objectives:

Team Member

- Role model the QAL Values
- Establish and maintain strong relationships with internal and external stakeholders
- Perform with pride a broad range of tasks competently as per the role requirements
- Uphold WHS and Regulatory obligations and comply with all policies
- Focus on continuous improvement both for company and self (including self driven learning, ability to take and act on constructive feedback and solution focused conversations)
- Demonstrate proactive, positive involvement as part of the team
- Exhibit teamwork through providing excellent service, inclusive behaviours and help to others (internal and external)
- Present a positive professional image for the company at all times.

Key Stakeholders

Internal: Employees and management at all levels

External: Suppliers, contractors, customers, community groups

Key Capabilities Required to Perform Role

Educational Qualifications:

- Degree in Information Technology or related discipline

Professional Experience:

- Minimum 2 years' experience as an Applications Analyst or Administrator in a corporate environment
- Experience working with mid-market ERP's or similar enterprise systems

Specific Job Knowledge, Skills and Abilities:

- An understanding of the Technology One product would be desirable
- Ability to think logically and analytically in a problem-solving environment
- Strong customer service orientation with a commitment to quality and responsiveness
- Demonstrates a willingness to "go the extra mile" and have a "can do attitude" to solve problems and support users

Physical Demands:

- Able to meet prerequisites for obtaining appropriate level of aviation security clearance
- Undergo and pass a Police Records Check

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ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature

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