



Role Overview – Application Support Engineer

The Anglican Schools Corporation caters for the academic, spiritual, and pastoral needs of over 16,000 students in NSW, ranging in age from four to eighteen years. Through its schools, the Corporation provides high quality education delivered in a nurturing, caring, Christian environment.

The Application Support Engineer is responsible for partnering with key stakeholders to identify and implement potential improvements to key systems and integrations. They will have experience supporting a wide range of applications and will be the primary person responsible for building and supporting the integration between business applications.

The Application Specialist will also be required to provide quality proactive customer service in a timely manner, with a particular emphasis on the ownership of our customer's issues through to successful resolution.

Key Responsibilities

- Develop and maintain application integrations and ensure their smooth running.
- Identify and resolve incidents relating to key applications.
- Analyse incident trends to identify problems and root causes. Plan and implement permanent fix solutions or workarounds for identified problems.
- Implement software maintenance, including patches and system upgrades. Provide ongoing development in key applications.
- Provide advice on the capabilities of systems to meet business needs.
- Develop and maintain relationships with key stakeholders of applications, communicating relevant information to them on a regular basis.
- Develop a solid understanding of how stakeholders interact with key applications on a day-to-day basis.
- Create and maintain documentation of specialist technical knowledge for all key applications.
- Develop and maintain application integrations and ensure their smooth running.
- Work with internal and external stakeholders to ensure database and data warehouse designs meet current and future business needs.
- Design, document, and implement BI dashboards and reports.

The successful candidate will have:

- Experience supporting school education applications.
- Strong technical background with a broad understanding of APIs.
- Experience managing Data Warehouse and database environments (eg. MS SQL, Snowflake) and star schema design.
- Experience coding in PHP (or Python), Linux scripting and SQL.
- Understanding of business intelligence reporting.
- A passion for application support, with experience working in a similar role in a medium to large enterprise.
- Have strong written and spoken communication skills, with the ability to describe technical concepts simply to non-technical people.

Applications

Applications addressing the above criteria are invited from committed Christians who should email a covering letter and CV, which will include the names and contact details of two professional referees and current Church Minister.

General enquiries and applications can be emailed to recruitment@tasc.nsw.edu.au

Should you wish to discuss the role in more detail, Mr Matt Brennan, Team Leader Applications can be contacted on (02) 8567 4000.