

Position Description

Role title	ICT Support Analyst	Last reviewed	1/07/2025
Division	Commercial and Business Services	Team	ICT and Records Management
Reports to	ICT Service Delivery Manager	Classification	AS06
Direct reports	Nil		

Role Purpose

The ICT Support Analyst supports Renewal SA to implement the State's property and housing agenda through the provision of ICT software application and support services.

Key Accountabilities

- **Support Users and Resolve Issues:** Serve as the primary point of contact for system inquiries and challenges, providing timely and effective solutions to Renewal SA staff.
- **Administer and Maintain Systems:** Manage application administration activities including application configuration, licensing, maintenance, upgrades and new deployments.
- **Application Customisation:** Support and development of application workflows, customisation of application reports, support and configuration of application integrations.
- **Uphold data integrity and security within ICT systems:** Implement measures to safeguard sensitive information and ensuring compliance with data privacy regulations.
- **Utilise strong technical aptitude:** Diagnose and resolve system-related issues efficiently, minimising downtime and disruptions.
- **Engage with Project Teams:** Collaborate with project teams to guide solutions that bridge technology and business outcomes, ensuring optimal usability and strategic alignment.
- **Generate Reports and Analyse Data:** Support and customise application reports to provide actionable insights and recommendations to leadership
- **Impact Assessments:** Conduct impact assessments and support user acceptance testing to ensure quality delivery of system changes.
- **Best Practises:** Promote best practices for system use, data management and reporting across the

Key Relationships

Internal – Choose appropriate relationships	
Who	Why
Manager	Receive guidance and instruction, seek clarification and advice, and report on progress against work plans.
Work Team	Participate in meetings, share information, and provide input on issues. Support team members and work collaboratively to contribute to achieving team outcomes.
Internal Stakeholders	Respond to queries, exchange information, and work collaboratively to resolve issues.
External	
Who	Why

Other Government Agencies	Establish networks and collaborative relationships across SA Government to share ideas and learnings and develop common responses to emerging issues.
External Stakeholders	Engage with relevant stakeholders to facilitate communication, provide expert advice, gather, and exchange relevant information.
Vendors/Suppliers/Consultants	Manage contracts for quality, on-time service delivery, compliance, and performance targets.

Key Challenges

- **Balancing System Customisation and Standardisation:** The role must navigate the tension between tailoring systems to meet specific business needs while maintaining standardisation for consistency and ease of maintenance.
- **Managing Competing Priorities:** Regularly encounter challenges in balancing immediate system support and troubleshooting needs with long-term strategic projects and enhancements, ensuring neither aspect is neglected.
- **Ensuring Data Integrity Amidst Changes:** Maintain high standards of data accuracy and integrity while accommodating frequent updates and changes to processes, systems, and compliance requirements, which often have competing demands.

Qualifications and Technical Requirements

- Experience in system administration, with a focus on administration of Microsoft Business Central, Microsoft Power Apps, and Power BI, or similar, to ensure sound troubleshooting skills and analysis of business system issues
- Bachelor's degree in a related field desirable

Special Conditions

- Out of hours work may be required.
- Inter/intrastate travel may be required.
- The incumbent must meet the WHS responsibilities and accountabilities as set out in the Renewal SA WHS Policy commensurate with their role. This includes ensuring that any work undertaken by or on the behalf of Renewal SA, is undertaken in accordance with the WHS Act 2012, Regulations, Codes of Practice, and internal Specifications.
- The incumbent is responsible and accountable for keeping accurate and complete records of their business activities in accordance with the State Records Act 1997
- The role is deemed a 'Position of Trust' pursuant to the standards required in the Australian Government Protective Security Policy Framework
- A current satisfactory National Police Clearance is required and renewed as per Renewal SA's policy.

Key Capabilities

The [Renewal SA Capability Framework](#) integrates the Renewal SA Strategic Plan and the South Australian Public Sector Values to define the capabilities we need to operate effectively. Our Framework is led by four principles that are critical themes and considerations that ensure safety, personal leadership, best practice, and our communities are at the forefront as we apply our capabilities.

All the capabilities within the Renewal SA Capability Framework are relevant for all employees. The below outlined capabilities are specifically needed to successfully perform the role.

Capability Group	Capability	Level	Behaviours
Culture and Collaboration	Communicate effectively	Accomplished	<ul style="list-style-type: none"> • Simplify and communicate complex and technical information into understandable and approachable messages. • Apply logic and reasoning throughout messages to achieve the objective of the communication and set clear expectations. • Understand the customs of the audience and tailor the mode of the communication as well as style and tone to suit. • Use language that demonstrates detailed understanding of Renewal SA organisation and terminology.
Strategy and Growth	Make an impact	Accomplished	<ul style="list-style-type: none"> • Comprehensively consider the issues facing multiple stakeholder groups when evaluating problems. • Review solutions and prioritise those that deliver the maximum weighted benefits, considering multiple interlinked problems. • Detailed understanding of the outcomes of solutions and courses of action, including the negative impacts or opportunities lost. • Create reporting and processes that define both the tangible and intangible impacts of Renewal SA's strategies and operations.
Innovation and Agility	Welcome curiosity	Accomplished	<ul style="list-style-type: none"> • Challenge others on their understanding of the purpose of their actions and the rationale of doing things a certain way. • Help promote a culture where all questions are encouraged and meet with enthusiastic response. • Leverage publications, data, thought leadership and other reputable information to create points of comparison and insights. • Create opportunities for others to question and provide feedback on Renewal SA's ways of working.
Solutions Focused	Solve problems	Accomplished	<ul style="list-style-type: none"> • Utilise quantitative and qualitative analysis to create a broad view of the issues and solutions. • Apply structured evaluation processes with weighting across a number of criteria to inform decisions. • Integrate Renewal SA's social, economic and organisational objectives and considerations in deciding an outcome. • Identify and manage issues collaboratively with others where the scope is outside of Renewal SA's control.

Technical Capability	Technology Development, Implementation, and Data Analytics	Accomplished	<ul style="list-style-type: none"> • Designs, verifies, documents, amends and refactors complex software configurations for deployments. • Takes technical responsibility across all stages and interactions of configuration development and deployment. • Designs, codes, verifies, tests, documents moderately complex programs/scripts. • Supports business intelligence needs of specific management or governance processes or operational areas • Ensures system software is provisioned and configured to support the achievement of services objectives.
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Delegate		Role occupant	
This position profile accurately outlines the expectations of the role.	<input type="checkbox"/>	I have read and understood the role and expectations of me.	<input type="checkbox"/>
Name		Name	
Title		Signature	
Signature			
Date	Click to enter a date.	Date	Click to enter a date.