Position Description

Position Title	Application Support Specialist
Position Number	30027579
Division	Digital Services
Department	Application Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027
Classification Description	Administrative Grade 3
Classification Code	HS3 – HS25
Reports to	Manager Application Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: Bendigo Health Website - About Bendigo Health

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

This position is responsible for providing a full range of application support activities including planning, research, testing, configuration, upgrades, patching and troubleshooting, for 350+ Applications across Bendigo Health and the Region.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

- Undertake the full range of application support activities including planning, research, testing, configuration, upgrades, patching, troubleshooting and optimising
- Assess and fix application and system problems or application service disruption incidents
- Coordinate and participate in the installation of new software and making updates.
- Enter, action and take ownership of reported incidents and Service Requests to deliver timely and effective support
- Ensure all incidents and Service Requests resolution progress is updated and end users updated
- Liaise with users, vendors, government representatives and testing agencies as appropriate to ensure the operational requirements of the applications are met
- Develop and maintain effective working relationships with other teams/departments within the Digital Services Division to ensure timely and effective assistance for the applications supported
- Be proactive in identifying and providing solutions for problems with applications supported to ensure they continue to meet business requirements
- Drive continuous improvement opportunities i.e. event monitoring, alerting, optimise systems performance and automate manual activities whenever possible
- Observe prescribed change control procedures for all changes to the applications supported to ensure error free updates and minimum disruption to production
- Develop and maintain up to date documentation for support procedures and technical requirements for applications supported. This includes the operations documentation required to maintain an error free operating environment
- Communicate courteously and effectively with a range of stakeholders to ensure customer and service level standards are met
- Assist with projects as required.
- Provide on-call support as part of a rostered team.
- Other duties as directed by the Application Support Team Leader or Application Services Manager

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Have at least 2 years previous experience working within an Application Support Specialist role
2. Experience in using ITSM ticketing tools

3. Demonstrated ability to identify and provide solutions for problems with applications
4. Excellent customer service skills with the ability to communicate courteously and effectively with a diverse range of staff
5. Proactive, enthusiastic can-do approach, with the ability to work as part of a team, as well as independently
6. Ability to meet tight deadlines in a fast-paced environment, while demonstrating and maintaining exceptional attention to detail

Desirable

7. Tertiary qualification or certificate III or above in Information Technology, Business or other relevant discipline
8. ITIL v3 foundation certification

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free. This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.