Role: *Applications Support Analyst*

Department:	Client Systems and Services
Reports to:	Manager Client Systems & Services
Reports:	Nil
Location:	Christchurch
Grade:	
Financial Delegation:	Nil
Date:	March 2024

Executive Director Careerforce → General Manager Business Services → Manager Client Systems and Services → Applications Support Analyst; Digital Operations Lead Region 4 Te Pukenga → Applications Support Analyst
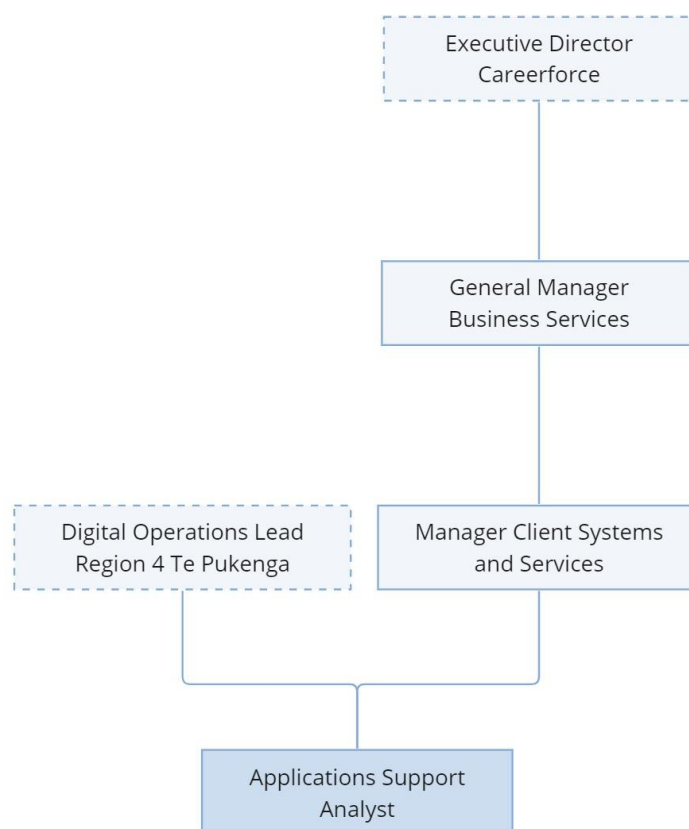
About Careerforce

Careerforce is a business division of Te Pūkenga. We support employers across New Zealand to run workplace training programmes for the health, mental health, aged care, disability, social services, youth work, cleaning and pest management sectors. We provide quality accessible and flexible programmes that allow staff to achieve nationally recognised qualifications on the job.

What you'll do

The Applications Support Analyst's role works alongside the Solutions Architect and Applications Analyst roles to provide support to the CRM and TMS functionality which is built on the organisations Microsoft Dynamic CRM system. The Applications Support Analyst is responsible for responding to CRM system support queries, product configuration within our system, analysing data and producing reports, user testing, training of system changes. Working in conjunction with the Senior and Applications Analyst role to find and implement system solutions.

Activity: Technical Support	Performance Measures:
Provide technical support to the wider organisation. This includes diagnosing and resolving technical issues related to our products and integrated external systems. Supporting and developing our CRM applications to ensure smooth operation. This includes tasks such as creating fields, views and dashboards. Work closely with cross-functional teams with strong collaboration skills, contribute and share system limitations while offering right fit solutions to meet stakeholders needs. Develop and maintain effective working relationships throughout Careerforce and with Careerforce's stakeholders and clients. Maintain up-to-date documentation on systems and processes.	▪ Positive staff feedback. ▪ Effective support is evidenced throughout the organisation. ▪ Positive relationships are developed and maintained with clients and stakeholders. ▪ Support documentation is kept up to date.
Activity: Data Analyst & Reporting	**Performance Measures:**
Create reports including the ability to determine data requirements, format reports and analyse data for valuable insights.	▪ Positive staff feedback.

careerforce.org.nz

Understand business processes and integrate them into our CRM system. Supporting our databases to facilitate our integration process between our CRM and TMS. Produce ad hoc reports as requested in a timely manner. Involvement in strategic planning and identification of information content and analysis requirements. Support our data import/export processes and analyse when breakdowns occur. User testing of system changes/developments.	▪ Compliance, regulatory and additional reports are accurate and timely. ▪ Ad hoc reports are provisioned on demand. ▪ All reports are accurate, timely and consistent. ▪ Policies and procedures are maintained.
Activity: Training	**Performance Measures:**
Develop and communicate training and documentation for end users, hold workshops as necessary, and other user-related activities.	▪ Training needs are identified and appropriate provisions for training are put in place.
Activity: System Management	**Performance Measures:**
Provide support on system changes and developments and operation of all our systems to support strategic and operational goals. Build and configure products into our CRM system, Provide advice on system configuration issues to managers and project teams. Apply best practice risk management procedures to all activities and projects.	▪ Staff are fully consulted and engaged when planning new initiatives or projects. ▪ CRM related projects are planned and implemented to high levels of accountability; all goals and outcomes are met. ▪ Informed and serviceable recommendations are made that will assist Careerforce to achieve its key goals. ▪ Strategies are in place to eliminate, isolate or minimise risk in areas within scope of responsibility.

Person specification

Education / Qualifications / Training	Tertiary level qualification or relevant experience in a technical environment
Experience *(Essential)*	At least 3 years of experience supporting a CRM functionality including databases and applications. Complex analytical problem solving within a system environment Creating reports using SSRS or Power Platforms Quality assurance and maximising database efficiencies and effectiveness. Programming knowledge. Proven customer service experience Developing and delivering training.
Experience *(Desirable)*	Experience in creating workflows and advanced finds for data analysis Project experience in a technical capacity
Skills	Trouble shooting and problem-solving skills (people and technical). Oral and written communication skills including people with English as a second language. Time management skills. Report creations. Understanding or experience with integrated platforms Understanding of Te Tiriti o Waitangi. *Desirable:* Power BI and/or SSRS Reports experience. Sharepoint experience
Attributes	Customer focused and able to relate well to all types of people. High level of analytical thinking Flexible and responsive.

careerforce.org.nz

	Confident in leading training/workshops, leading within project teams, Self-motivated and able to work independently. Displays high ethical standards and can keep information strictly confidential. Able to work under pressure, meet deadlines and handle multiple tasks. Able to use initiative effectively. Accurate and attention to detail. High energy, "can-do" attitude. Willingness to extend own skills through education and training
Is a Full, Clean NZ Driver Licence Required?	Yes ☐ No ☒
Is Police Vetting Required?	Yes ☐ No ☒
Ministry of Justice Check:	A satisfactory Ministry of Justice check is required for all roles within Careerforce and is conducted upon acceptance of an offer of employment. Periodic re-checking may be conducted.

Relationships

Internal	All Careerforce employees Directors Contractors Consultants Te Pūkenga employees
External	Application vendors Reporting entities Training providers Web developers
Committees / Groups	Application user group.

careerforce.org.nz

Employee responsibilities

Activity:	Performance Measures:
Contribute to strategic and annual plans.	▪ All identified tasks/areas of responsibility are performed in an effective and pro-active manner.
Proactively contribute to Careerforce's overall achievement of key strategic priorities, annual plan targets, compliance requirements and quality systems.	▪ Evidence of contributions to meeting key strategic goals and annual targets to agreed standards and timeframes.
Identify risks and impacts, and identify, implement and review solutions within areas of responsibility.	▪ Risk management plans and activities are developed and implemented.
Attend and participate in relevant meetings and training days and provide input and collegial support to colleagues.	▪ Evidence of pro-active contribution to supporting the vision, values and culture.
Prepare audience-appropriate internal and external communications and reports.	▪ All relevant compliance issues, policies and procedures are upheld and implemented.
Manage resources effectively and efficiently.	▪ Project responsibilities are successfully discharged.
Uphold and implement relevant and required policies, procedures and systems.	
Lead and participate in project development.	

Attributes

Client Focus	Dedicated to meeting the expectations and requirements of internal and external clients; committed to ascertaining clients' needs, and continuously improving products and services to meet them; provides timely and accurate information to clients; establishes and maintains effective relationships with clients and gains their trust and respect.
Change Agility	Flexible and adaptable to change; maintains effectiveness when experiencing changes in work tasks / environment; adjusts to work within new work structures, processes, requirements and cultures.

careerforce.org.nz

Effective Communication	Clear and effective two-way communication with a wide range of people, and in all situations in order to explain, persuade, convince and influence others.

Values (Kawa) and Behaviours (Tikanga)

Kaitiakitanga - Upholding responsibilities	We are committed to our responsibilities, delivering on our purpose and enhancing the wellbeing of the communities we serve. *We do this by:* - Honouring our commitments – we do what we say we will do. - Being determined, resilient and learning from our mistakes. - Focusing on being better at everything we do. - Behaving in a way that is culturally respectful. - Recognising and celebrating our achievements.
Manaakitanga – Honouring others and ourselves	We respect and care for each other and provide an environment where everyone can participate in a meaningful way. *We do this by:* - Appreciating one another's differences and demonstrating care and support. - Respecting our individual wellbeing and mana. - Taking action to develop meaningful working relationships, built on trust, respect and reciprocity.
Kotahitanga – Connecting people	We come together to improve the health and wellbeing of New Zealanders. *We do this by:* - Working collaboratively as one – paddling our waka in the same direction. - Being generous with our knowledge and skills. - Supporting and helping each other, being clear and kind. Having a positive mindset and embracing camaraderie.

Health and safety

Employees are expected to act responsibly and proactively as required by current health and safety legislation, and by:

- Identifying and reporting new hazards and incidents or accidents through Toi kupu.
- Undertaking health and safety training as required.
- Responding appropriately to emergency management and evacuations.

Purpose

Enabling the workforce to enhance people's health and wellbeing.

Variation of duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list, as it is not the intention to limit in any way the scope or functions of this position. Duties and responsibilities may be amended from time to time in agreement with your manager or the CEO.

careerforce.org.nz