

Application Support Specialist

WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

OUR VALUES – NGĀ UARATANGA

Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Application Support Manager
Your Team – To tīma:	Innovation & Digital
Direct reports - Kaimahi:	No

This role provides support in all areas of application installation, management and ongoing maintenance and development. The Application Support Specialist team works with vendors, business users and Technology partners to provide exceptional service and support for medium to complex issues for all applications. This role is essential in guaranteeing high availability of our production systems and eliminating service delays to our users.

The Application Support Specialist will maintain and enhance solutions that are of a high standard and extendable. The technology platforms overseen by this team cover integration, D365, CE and relevant Digital services. In addition, other solutions may be required to support business needs. This role will also provide development advice to internal and external team members.

KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

General – Whānuitanga

- To provide excellent customer service to all stakeholders both internal and external
- To provide Level 2 and 3 operational support for relevant applications
- To provide systems administration support for relevant applications
- Providing training for users in application use
- Liaise with third party vendors.
- Design, development and testing of Technology solutions to support business functions
- Consult on application integration with internal and external providers
- Work on the provision of application services to support key business services and initiatives
- Own the application management capability including patching, deployment, pre-production testing and data integrity.
- Manage and monitor the relevant applications performance and availability.
- Develop and maintain application-related documentation.
- Manage and monitor availability services (failover) for relevant applications.
- Utilise change control and version/release control processes.
- Identify data errors or data quality issues and remedy with the business.
- Assisting with the provision of accurate data and reports.
- Management of application user permissions and security

Professional

Development -

Whakawhanaketanga

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

These may change from time to time to meet operational or other requirements.

WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

Experience - Āu tautōhitotanga

- Experience with call resolution, management and escalation.
- Experience with application support, maintenance and enhancement.
- Experience with user needs analysis and proactive requirements identification.
- Experience providing a high level of critical analysis and consideration when designing, problem solving and troubleshooting
- Has worked within the retail or rural sector long enough to have developed a comprehensive understanding of its nature, design and complexity (desirable).
- Has worked in cloud Technology environments (desirable).
- A relevant diploma or certificate in a Technology related field would certainly be advantageous but not required. We will support the right person into the role.

Qualifications – Āu tohu mātauranga

Knowledge – Āu mōhiotanga

- Advanced knowledge and practical application in the use of Microsoft business applications e.g. Microsoft Office, D365 CE, Finance and Operations.
- An understanding of Technology Service Management principles.
- Industry knowledge – understand how recent developments could benefit our business and its users.

Skills – Āu pūkenga

Personal Attributes – Ōu āhuatanga

- Innovation – the ability to apply innovation pro-actively to improve service levels
- Strong relationship building skills to ensure an effective working relationship with all Stakeholders
- Be able to demonstrate a strong commitment to delivering excellent user customer service.
- Responsive able to support the pace of change at Farmlands
- Demonstrate flexibility and the ability to cope effectively with changing demands, situations and schedules at short notice.
- Be an active team player, demonstrating the skill to work as part of a team co-operatively whilst also being able to work independently from time to time
- Demonstrates openness, enthusiasm and engagement
- Commitment to high standards of excellence and high personal integrity
- High level of independence and initiative while working effectively as part of a team
- Ability to influence others and move toward a common vision or goal.
- Commitment to business goals and culture
- Ability to translate highly technical information into practical, everyday terminology
- Analytical and creative-capable of flexing solutions to changing demands: anticipating the regional, divisional impact