

APPLICATION SUPPORT OFFICER

WHAT IS AN APPLICATION SUPPORT OFFICER?

An Application Support Officer is a person who provides assistance to users of corporate software applications, such as the systems used to maintain patient information.

ROLES OF AN APPLICATION SUPPORT OFFICER

- Telephone support to users
- Troubleshooting problems that arise within a computer application
- Create user documentation for specific applications
- Train users in the application
- Test new releases of the application

CAREER OPPORTUNITIES

Application Support Officers are graded according to experience and can progress to:

- Supervisor/Senior Support Officer
- Business Analyst
- Support Manager

QUALIFICATIONS REQUIRED

- Knowledge of Hospital/Health processes and procedures
- Adult Training experience
- Experience in using/supporting software applications
- Understanding of Health Information systems

SUPERVISION PROVIDED

A comprehensive orientation program is provided for all new staff members with ongoing support.

WHAT SORT OF PERSON SHOULD I BE?

- Patient
- Organised
- Logical thinker
- Enjoy helping people
- Understand/possess a customer focus
- Enjoy working with computers

PERSONAL SKILLS REQUIRED OF AN APPLICATION SUPPORT OFFICER

- Problem solving ability
- Good listener
- Able to relate to a variety of levels of staff across an organisation
- Good communicator
- Team player

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Adapted from Australian Government Department of Education, Employment & Workplace Relations Job Guide www.jobguide.dest.gov.au and SSWAHS staff and reviewed by NSLHD staff.