

Employment Information Package

Senior Support Analyst

Position number: POS1079

Enquiries:

Name: Sarah Tighe

Position: Project Manager Digital Futures

Phone: 03 6323 3005

Email: Sarah.Tighe@launceston.tas.gov.au

Application closing date: WEDNESDAY 30 SEPTEMBER 2026



City of
LAUNCESTON

Shaping
Futures

Contents

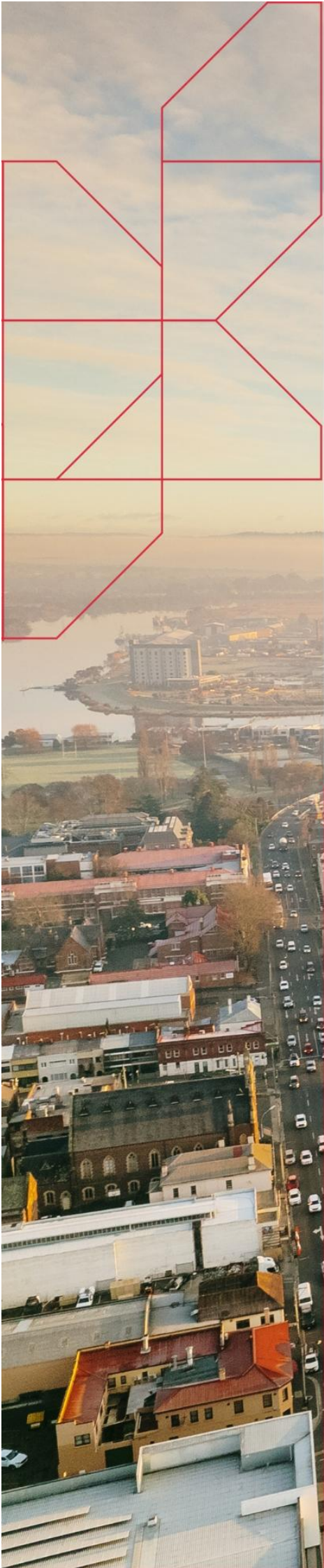
About the City of Launceston	3
City of Launceston Organisational Structure	4
Organisational Values	5
Information for Applicants	6
Recruitment Steps	7
General Conditions of Employment	8
Position Description	9

Address applications to:

Senior Leader People, Governance and Safety
City of Launceston
PO Box 396
LAUNCESTON TAS 7250
Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

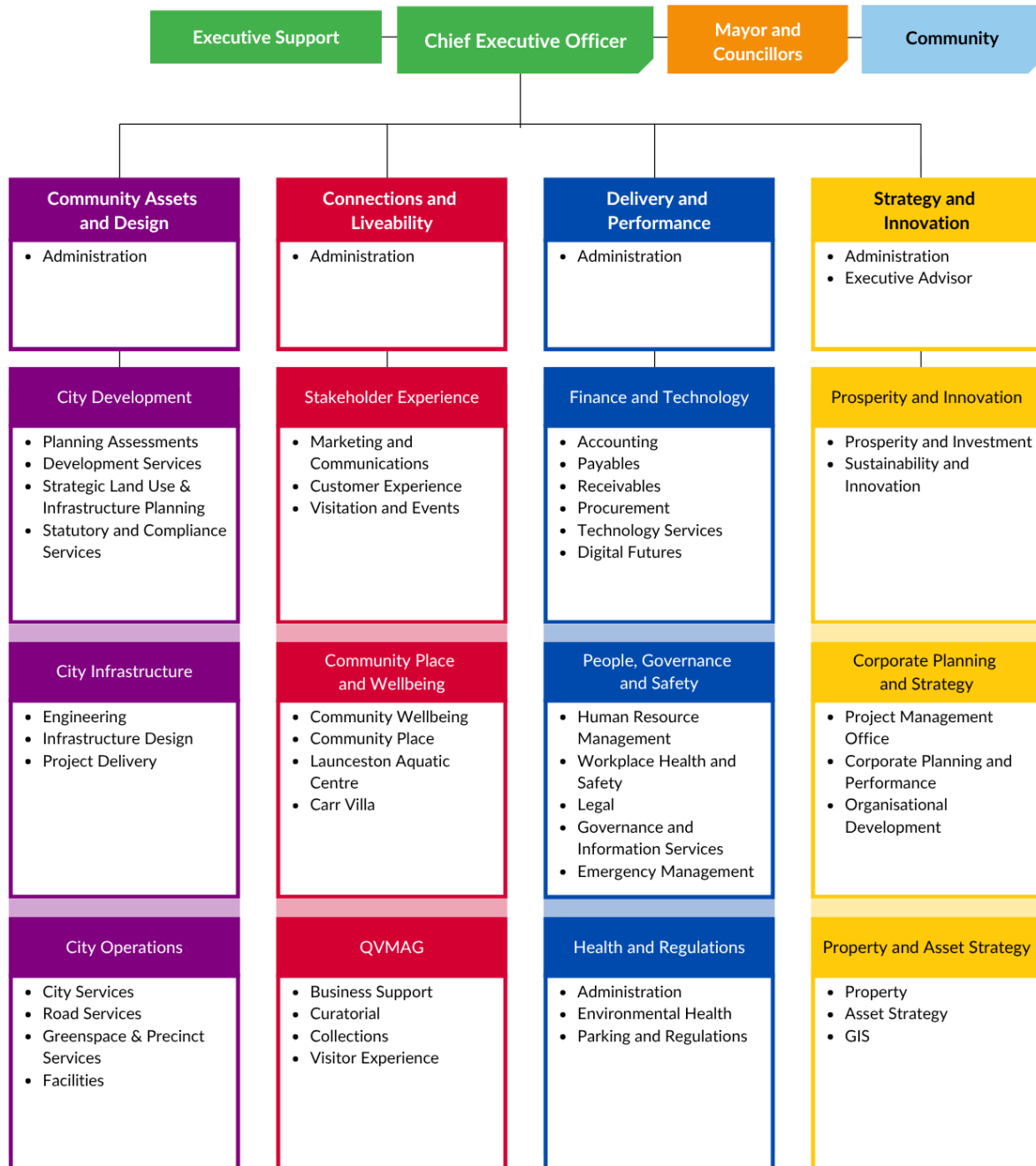
The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

Click [here](#) to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government. An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Depending on your role, you may have access to a 4 day compressed week or 9 day fortnight
- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to fostering a flexible and supportive working environment. While flexibility may vary depending on the nature of each role and operational requirements, we aim to work with our employees to find arrangements that are practical, sustainable, and mutually beneficial.
- Access discounts through Fitness Passport, Solstice Energy, MyState Bank, Launceston Aquatic Centre and the QVMAG Gift Shop.
- Employees have access to purchase additional leave.



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application, please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

City of Launceston adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people.

Information for applicants

At the City of Launceston, diversity isn't just something we celebrate — it's key to our success.

The most welcoming and innovative workplaces thrive because of diverse perspectives, backgrounds and experiences. That's why we welcome people of all identities, abilities, and cultures to be part of our team.

Even if you don't think you tick every box, we encourage you to have a go at telling us about yourself by addressing the selection criteria and apply. We're committed to creating an inclusive, flexible and supportive environment where everyone has the opportunity to succeed and contribute to something bigger — our community.

Join us and help shape a city that reflects the diversity, energy and potential of the people we serve.

City of Launceston adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (highlighted criteria only)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the Human Resources Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. Application received

- Former employees will be subject to relevant internal checks as part of the recruitment process

2. Shortlisting

- Shortlisted applicants will be contacted by telephone or email to arrange an interview.
- Unsuccessful candidates will be advised by email.

3. Interview

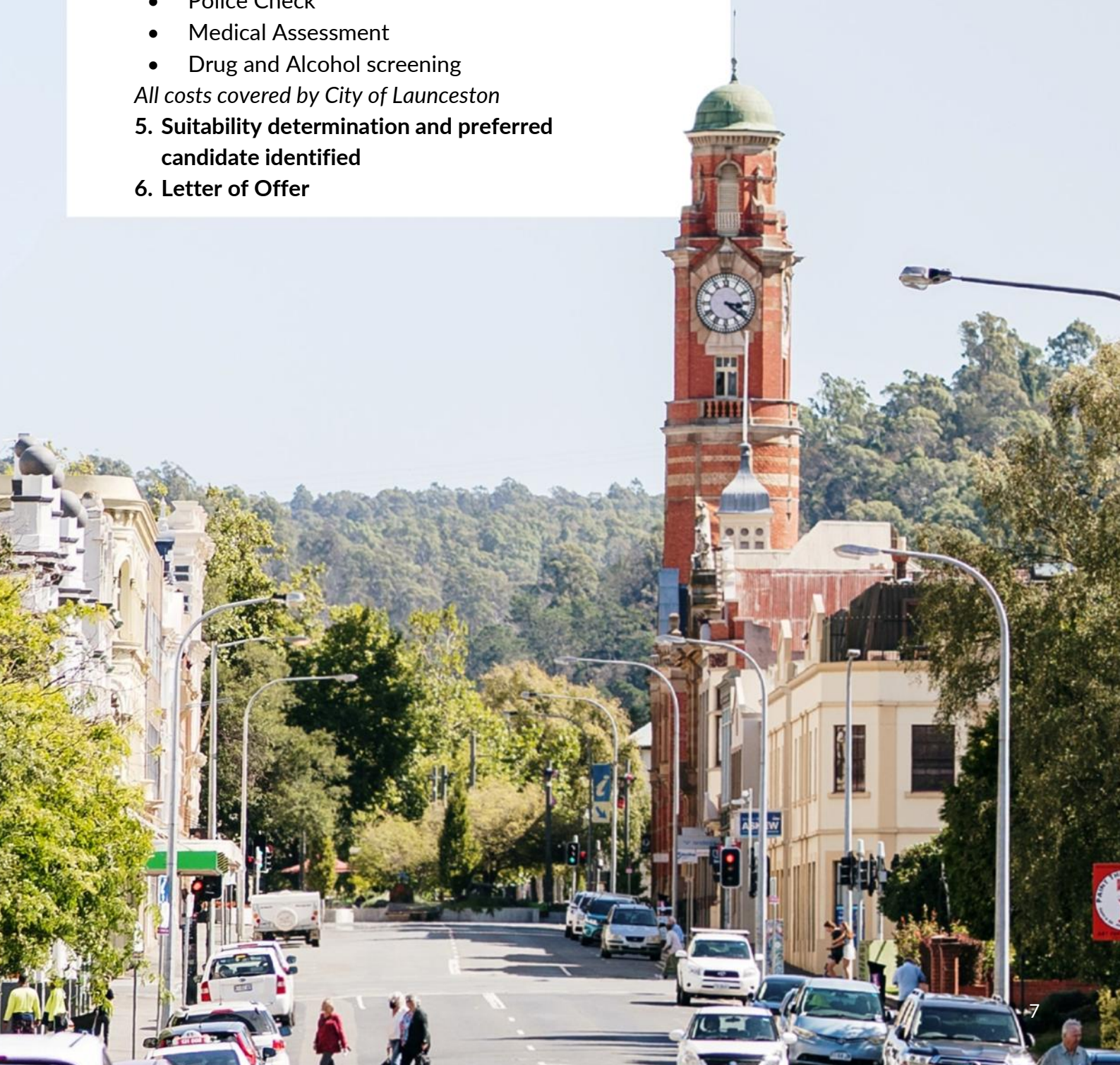
4. Pre-Employment Checks:

- Reference Check
- Police Check
- Medical Assessment
- Drug and Alcohol screening

All costs covered by City of Launceston

5. Suitability determination and preferred candidate identified

6. Letter of Offer



General conditions of employment

Position title	Senior Support Analyst
Employment terms	Permanent full time
Working pattern	4-day compressed week or 9-day fortnight, subject to operational requirements. (76 hours per fortnight)
Total remuneration	\$102,844 - 117,129 per annum*
	<i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$89,235 - 101,630
Superannuation	Employer contribution of 15.25%

Probationary period

All new employees covered by the City of Launceston Enterprise Agreement 2026 are subject to a three-month probationary period, which provides an opportunity for both you and the Council to assess your suitability for the role, including performance, behaviour and alignment with our Values. During this time, you will receive regular feedback and support. The probationary period may be extended by up to a further three months if required, in line with the Enterprise Agreement and Organisational Policy.

- **Annual leave:** employees are entitled to four weeks (pro-rata for part-time employees) annual leave per year, plus leave loading. Additional annual leave can be purchased or accessed at half pay.
- **Personal leave (for sick and carer's leave):** employees are entitled to 2 weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to 14 weeks paid (or 28 weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long service leave:** long service leave applies after seven years continuous service.
- **Wellness leave:** two days of Wellness Leave for full-time employees (pro rata for part-time employees) that can be used in addition to personal/carers leave for the general health and wellbeing of employees
- **Additional leave:** full-day leave for Launceston Cup Day, end-of-year shutdown leave (or equivalent for essential workers), IVF Leave, Gender Affirmation Leave, and generous allowances and loadings for eligible work conditions.

The City of Launceston Enterprise Agreement 2026 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

PF NUMBER:		POS NUMBER:	POS1137
------------	--	-------------	---------

POSITION TITLE:	Senior Support Analyst
AWARD CLASSIFICATION:	Grade 5
EMPLOYEE:	
TEAM:	Digital Futures Finance and Technology Delivery and Performance
REPORTS TO:	Digital Futures - Project Manager
PREPARED BY:	Sarah Tighe
DATE:	06/08/2026

APPROVED BY:	
NAME:	Nathan Williams
POSITION:	Executive Leader Delivery and Performance

POSITION PURPOSE (Why does this position exist)

The primary purpose of this position is addressing issues with core applications impacting service delivery and business outcomes. This role is responsible for recording, triaging, prioritising, updating and resolving service requests accurately.

- **Technical & customer support**
Provide technical issue resolution to customers via web, phone, walk-up and onsite as required. Record and track incidents and service requests through to resolution, including escalating complex issues to vendors as required.
- **Access management**
Manage user access, security roles and permissions in line with policy. Complete regular audits in line with audit policy.
- **Application improvement**
Contribute to project activities and provide support incorporating stakeholder needs, statutory requirements and technology availability. Manage deployment and releases of new or updated applications including issue replication, testing and release validation.
- **Communication and collaboration**
Effectively liaise and participate with the team, internal stakeholders and external vendors/partners.
- **Improve and learn**
Maintain high standards of technical documentation. Stay up to date with the latest technology trends and best practices in application support.

Partner

Consult and share information, actively engage in knowledge transfer, and seek input from others to achieve business outcomes.

City of Launceston is a values-based organisation, which means that we employ people who share and display Our Values



Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. • Our people matter • We care about our community • We bring an open mind • We go home safe and well	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/toolbox meetings, by offering ideas and suggestions and providing feedback Collaborative opportunities are sought across teams
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
Technical		
Technical Support	Responsible for ▪ Providing operational support for existing systems and future systems. ▪ Managing technical support for core applications in line with SLA's. ▪ Participating in meetings, stand-ups and workshops. ▪ Working effectively individually and with key stakeholders and team members. ▪ Managing access management and permissions in line with policy. ▪ Oversee regular maintenance activities including release management, acceptance testing and issue escalation. Participate in ▪ Implementing system improvements through design, configuration and testing.	Service request management is completed accurately and timely. Support Queues should be maintained at less than 30 requests at the end of each month. Peer feedback. Access management is accurate and audited in line with policy. Application releases are proactively managed; issues identified with minimal disruption to operations.
Data	Participate in ▪ Developing SQL Scripts (Extraction, Transformation, Cleansing).	Presented data is accurate and fit for purpose.

Accountabilities	Activities/Tasks include:	Success looks like ...
	▪ Developing reports, analytics and data visualisations. ▪ Developing ETLs and other integrations.	Adherence to internal processes and policy.
Automation & Emerging Technologies	Participate in ▪ Configuring Business Process Automation(s). ▪ Evaluating and implementing emerging technologies to improve business operations.	Participation in projects that deliver continuous improvement.
Policy & Procedures	Adhere to all organisational and team policies and procedures.	Adherence to policies and procedures.
Collaboration & Communication	Support delivery of team and organisational goals. Support peers in the fulfilment of their responsibilities and objectives. Take personal responsibility for adopting professional communication, commitments and actions.	Positive participation and engagement with team and broader organisation. Customer, peer and leader feedback.
Innovation	Proactively strive to identify new opportunities and technologies that can deliver value to the organisation.	Relevant initiatives and improvements are identified, assessed and adopted.
Documentation & Records	Establish and maintain documentation across all areas of responsibility.	Documentation is accurate and timely.
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures While at work, a worker must – (a) take reasonable care for his or her own health and safety; and (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and (d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. (Section 28 Work Health & Safety Act 2012)	
Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

SELECTION CRITERIA
POSITION REQUIREMENTS/COMPETENCIES
Organisational
- Community Focussed: considers community/customers in decision making - Communicate and Engage: demonstrates self-awareness & encourages open discussions & contributions from others - Create and Innovate: displays initiative & considers different ideas and perspectives - Safety Focussed: takes responsibility for own and team's health, well-being and self-care
Position Specific
- Work Collaboratively: works collaboratively within own team and across Teams - Communication: competent in the development of high-quality written material in the context of the intended target users. - Technical Expertise: A sound knowledge of relational database principles with strong SQL/database skills, programming basics, troubleshooting and diagnosing complex systems. Knowledge of power automate, PowerBI and integration platforms (ETL, API). - Analytical: Logical with problem solving capabilities combined with an ability to develop, recommend and implement solutions within both technical and business process contexts.
POSITION QUALIFICATIONS AND EXPERIENCE
Mandatory Qualifications / Licences/Registrations
Working with Vulnerable People Check - No
Class C drivers licence required - No
Required Qualifications/Experience/Skills/Knowledge/capability
A relevant tertiary qualification and/or industry specific experience.
A qualification in Information Technology or similar discipline with relevance to the role is advantageous.
Proven experience in a fast-paced technical support role, self-managing the incident lifecycle from identification through to resolution.
Experience supporting non-technical users in a professional setting with strong written and verbal communication skills.
Understanding of SQL, MS Power Automate, integrations (ETL, API), programming languages, data modelling and analytics. Qualifications or certifications highly desirable.
Plan and oversee regular maintenance activities including release management, acceptance testing and issue escalation.
Desired Qualifications/Experience/Skills/Knowledge/capability
Experience in supporting core applications within a Local Government environment. Knowledge of the TechnologyOne solution is highly desirable.

REPORTING STRUCTURE	
Leader	Team Leader Digital Futures
Direct Reports	0

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Digital Futures	Collaborate
Leadership Team	Collaborate
Technology Team	Collaborate
Applications Users	Partner
External	Nature of Relationships
Vendors	Partner
Partner Agencies, Contractors, Industry Peers	Share and collaborate

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$0

Confidentiality

Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION
Expectations of a City of Launceston employee: • Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism; • Seeks feedback broadly and asks others for help with own development areas; and • Translates feedback into an opportunity to develop.

