



POSITION TITLE: Application Support Specialist
DEPARTMENT: Information Technology (BoPS)
DATE: October 2023
REPORTS TO: Chief Information Officer
FTE: Full Time
LOCATION: Richmond, Melbourne (Hybrid)

CBM AUSTRALIA

CBM Australia is Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

ORGANISATIONAL VISION

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

ORGANISATIONAL MISSION

CBM is fighting to end the cycle of poverty and disability.

DEPARTMENTAL OBJECTIVE

Inspired by our organisational values, the Business Operations department is the operational backbone of CBM, enabling the organisation and its people to deliver on our mission. The team uses deep expertise and experience to evolve fit-for-purpose systems and processes, providing a whole of organisation view of the CBM working community. Members of the Business Operations team provide value through strategic advice, guidance and support for all areas of CBMA, with particular expertise in people and culture, ICT, finance, governance and risk.

RESPONSIBLE FOR

To be the first point of contact for CRM and enterprise application support and perform system administration tasks including security configuration, user management, process improvement, system customisation and documentation.

SUPERVISES

Nil

MAIN ACTIVITIES

1. Management of CRM Platform

- Ongoing CRM system maintenance including CRM helpdesk, CRM system roles, upgrades and refreshes.
- Ensuring accessibility is maintained for people with disabilities.

2. Other applications: Office 365, Sharepoint, MS Teams, Jira, HRIS, Miro

- Support and maintain enterprise applications throughout the lifecycle.



- Coordinating activities with external vendors and internal stakeholders in a professional manner to ensure high level of customer satisfaction.
- Providing technical support and day to day management and resolution of all business incidents and requests

3. Training and support

- Deliver ongoing training sessions either virtual or in person.
- Create and publish training material on the intranet.

4. Process Improvement

- Proactively and as part of the strategic direction identify opportunities to improve business and/or technical processes.

5. A functional SME in the IT team

- Foster a productive, effective, and harmonious working environment.
- Ensure relevant training and development opportunities are recognised and provided for colleagues.
- Contribute effectively to the BoPS strategic projects.

SPECIFIC OUTCOMES REQUIRED

- Providing technical support and day to day management and resolution of all business application incidents and requests, in line with agreed SLAs and processes.
- Liaise with stakeholders to discuss and clarify details and requirements needs meant for a solution, leading discovery activities to ensure we understand and are solving the right problem.
- Implement and manage deployment of changes to all business applications and services including developing, writing and/or maintaining technical documentation and training for supported solutions.
- Manage advise and negotiation changes to requirements as part of a structured and consistent business approach.
- Develop and maintain productive working relationships with relevant vendors. Notably Blackbaud.

KEY SKILLS/QUALITIES

- 3+ years' experience supporting applications preferably Blackbaud CRM
- An influential leader, able to manage, advise, mentor, educate and influence stakeholders.
- Effective communication skills.
- Sound administration and organisational skills, logical mindset and strong attention to detail.
- Commitment to maintaining and upgrading skills in self and team to ensure best practice and match industry pace.



- A solution focused approach to work with a 'can do' attitude, demonstrating initiative.
- Enthusiasm for the mission of CBM Australia and alignment/comfort with being part of a faith-based organisation.

INTERNAL CONTACTS

Chief Information Officer and the ICT Team, Finance, People and Culture, Managers and Leads in the Inclusion Advisory Group (IAG), International Programs (IP) and Public Engagement (PE)

LEVEL OF DIRECTION OR SUPERVISION

This position works with a high degree of autonomy and reports to the Chief Information Officer. The role is a key player in the Business Operations Team (BoPS) strategic projects as a process and technology SME.