

Application Support Officer



Health
South Western Sydney
Local Health District

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