



Position Description

Position title:	Application Support Specialist	Date:	
Reports to:	Product Manager – Clinical Systems	Department:	Digital Services
Number of reports:	Direct: Total (include indirect):	Location:	National Support Office
Delegated financial authority:		Budget ownership:	No
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

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Our Values

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

The Applications Support Specialist is responsible for delivering effective and timely end-to-end support for business-critical applications, ensuring applications operate reliably, securely, and efficiently to support organisational outcomes.

The role provides application administration, maintenance, lifecycle management, and Level 2 and Level 3 support across a portfolio of applications. Acting as the Technology SME for assigned applications, the Applications Support Specialist provides technical leadership and operational expertise across support, testing, releases, integrations, upgrades, and continuous improvement initiatives.

Working closely with business stakeholders, vendors, project teams, and Digital Services colleagues, the role supports the ongoing operation, enhancement, and optimisation of applications while ensuring adherence to service management, change management, and security standards. The role also participates in after-hours support, maintenance activities, production releases, and on-call support as required.

Key Relationships

Internal

- SCHL Network
- Digital Services Applications Team
- Service Desk
- Infrastructure & Operations
- Cyber Security Team
- Data & Analytics Team
- Project Managers

External

- Joint Ventures
- Out of Hospital businesses
- Application Vendors
- Technology Partners
- Managed Service Providers

• Business Analysts • Business Owners and Stakeholders • End Users across the organisation	• Third-Party Support Organisations
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Key Accountabilities

Application Support & Administration

- Provide Level 2 and Level 3 support for assigned clinical applications.
- Investigate, troubleshoot, and resolve incidents, service requests, and application issues.
- Perform root cause analysis and implement corrective and preventative actions to reduce recurring issues
- Administer applications, security roles, configurations, workflows, and integrations.
- Monitor application performance, availability, reliability, and security.
- Maintain application documentation, user guides, support procedures, and knowledge base articles.
- Support application upgrades, patches, maintenance activities, and lifecycle management.

Technology SME Ownership

- Act as the Technology SME for assigned applications and supporting platforms.
- Maintain deep technical knowledge of application functionality, architecture, integrations, and supporting technologies.
- Develop a strong understanding of the business processes supported by the application portfolio.
- Provide technical advice and guidance to stakeholders regarding application capabilities, enhancements, and supportability.
- Support solution design discussions and assess impacts of system changes and enhancements.
- Collaborate with vendors and technical teams to ensure effective application support and service delivery.

Incident, Problem, Change & Release Management

- Manage incidents, problems, and changes in accordance with ITIL and organisational standards.
- Take ownership of the problem management lifecycle, including root cause analysis, known error records, and permanent resolution activities.
- Assess, plan, coordinate, and implement application changes and releases.
- Coordinate deployment activities across development, test, and production environments.
- Ensure all changes and releases are appropriately documented, tested, approved, and communicated.

Testing & Release Readiness

- Plan and execute testing activities including functional, integration, regression, system, and user acceptance testing.
- Validate business and technical requirements for application changes and enhancements.
- Support release readiness assessments and go-live planning activities.
- Coordinate production deployments and post-implementation validation.

- Ensure applications meet quality, operational, and support readiness standards prior to deployment.

Continuous Improvement

- Identify opportunities to improve application stability, performance, user experience, and operational efficiency.
- Support automation initiatives and process optimisation activities.
- Contribute to continuous service improvement and operational excellence initiatives.

Business Engagement & Customer Focus

- Build strong working relationships with business stakeholders and end users.
- Provide timely and effective communication regarding incidents, releases, outages, and application changes.
- Support user acceptance testing, training activities, and production support requirements.
- Assist the Service Desk by providing knowledge articles, training, FAQs, and technical guidance to improve first-call resolution.

Vendor Management

- Work closely with vendors and service providers to resolve incidents and deliver enhancements.
- Manage support escalations and coordinate vendor engagement activities.
- Support implementation, upgrade, and maintenance activities delivered by third-party providers.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

- Minimum 5 years' experience supporting healthcare, hospital, or clinical applications. within a complex technology environment.
- Demonstrated experience providing Level 2 and Level 3 application support and acting as the Technology SME for one or more business applications.
- Proven experience supporting, administering, and maintaining clinical applications such as PAS, EHR, eAdmissions, Endobase or similar platforms.
- Strong understanding of application lifecycle management, software development lifecycle (SDLC) practices, and change, release, and deployment processes.
- Experience working within ITIL or other service management frameworks, including Incident, Problem, Change, and Release Management.
- Strong analytical, troubleshooting, diagnostic, and root cause analysis skills, with the ability to resolve complex technical issues and identify opportunities for continuous improvement.
- Experience supporting application integrations and data flows, with exposure to technologies such as Rhapsody, Snowflake, SQL APIs, or similar integration platforms.
- Working knowledge of SaaS and on-premises application environments, including tools such as ServiceNow, Jira, Azure DevOps, SQL Server Management Studio, Toad, Putty/SSH, scripting, and automation tools.
- Experience planning and executing testing activities, including system, integration, regression, and user acceptance testing (UAT).
- Excellent verbal and written communication skills, and the ability to produce clear, accurate, and professional technical and support documentation.
- Strong stakeholder engagement skills, with the ability to build effective working relationships across business, technical, and vendor teams.

Education and qualifications required:

- A tertiary level qualification in a relevant field.

Education and qualifications desirable:

- Training or certification in software development relevant to SCHL
- Training or certification in ITIL or other ITSM framework
- Training or certification in other tools and techniques relevant to SCHL

Leadership Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution