

Technical & Application Support Officer

Position Description

Business Technology Services

National | Level 3

	About ONRSR The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia. Our People and Culture At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia's railways – people who are professional and motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community. Our culture reflects our values of Integrity, Respect, Independence, Diligence and Excellence in the way we work, lead and engage with others. Our culture blueprint guides us to create a respectful, inclusive and equitable workplace — where diversity is embraced, and every individual can contribute, grow, and thrive. Every role plays a part in shaping this culture. Our Purpose Safe railways for Australia.
	The Role – Your impact and contribution The Technical & Application Support Officer plays an important part in providing technical support and application management to ensure the reliability, performance, and security of ONRSR's IT systems and applications. A key focus of the role is providing holistic application management including technical assistance, resolving application issues, maintaining system performance, supporting end-users, and ensuring reliable IT operations to enable business continuity and compliance. You will focus on day-to-day technical support, you will be responsible for assisting with system updates, coordinating application utilisation improvements and supporting ongoing optimisation initiatives. You will also play a key role in identifying recurring issues, recommending solutions and ensuring applications align with organisational needs, internal policy and compliance requirements.

	Key Relationships Reports to: Service Delivery & IT Operations Manager Internal: BTS Team, Safety & Regulatory Insights team, National Administration Team, business users External: IT vendors and service providers
	Your Responsibilities Applying your enthusiasm for technical configuration and service support and your passion for continuous improvement you will: • Be accountable for the technical configuration, support, and continuous improvement of ONRSR's Microsoft 365 environment, with an emphasis on SharePoint Online, Teams, OneDrive, and CoPilot. • Provides hands-on administration, user support, troubleshooting, and technical enablement for all ONRSR business applications including M365 product suite to ensure reliability, usability, and performance of tools including user permissions and configuration. • Work in partnership with ONRSR IT Service Providers to provide seamless technical support to users and ensure continuity of IT services. • Obtain and maintain relevant Microsoft certifications across the suite of Microsoft applications to continuously enhance skills and knowledge. • Provide second-line support for all ONRSR business applications including SharePoint, PowerApps, Teams, and OneDrive issues escalated from the service desk and proactively support the BTS team by acting upon service requests during high demand periods including logging, triaging and prioritising incoming tickets via FreshService. • Implement and maintain standard operating procedures for M365 configuration and Sharepoint site management to maintain the integrity of the application in line with best practice principles. • Configure and maintain Power Platform components (Power Automate, Power Apps) supporting collaboration and information management. • Support provisioning, setup, and maintenance of CoPilot and related AI capabilities in alignment with governance direction. • Conduct system monitoring, health checks, and proactive maintenance activities. • In consultation with the Service Delivery & IT Operations Manager, analyse emerging external support needs and develop a vendor engagement plan to establish the right partnership support with IT vendors. • Periodically collect, analyse and report on vendor performance data against agreed OLAs, SLAs and KPIs and conduct performance reviews based on this. • Own, maintain and update service catalogue aligned to best practice and identified areas of process improvement to deliver improved and responsive service to the business.

	• Support the logging, tracking, allocation and resolution of incidents and problems end to end in line with ITIL standards and identify root cause analysis for recurring issues. • Actively contribute to the continual improvement register and track progress of initiatives based on insights and themes identified • Support the establishment and monitoring of BTS's SLA's and OLAs identifying areas for improvement in the delivery of service to the business. • Support the Service Delivery and IT Operations Manager in promoting a culture of proactive service optimisation. • Support the creation and maintenance of up to date work instructions, processes and procedures the Service Delivery and IT Operations team applying a continuous improvement approach. • Periodically audit accounts for offboarded staff and unused resources. • Working with the Information Security Manager ensure all applications are patched in a timely manner and that patches are tested before deployment. • In consultation with the Service Delivery & IT Operations Manager, ensure that all environments are backed up with appropriate storage and restoration processes are documented regularly tested. • Accountable for ensuring SharePoint and M365 applications are configured, maintained and managed in accordance with best practice and business requirements • Deliver and support user training sessions, quick reference materials, and adoption resources. • Assist with migrations, integrations, and enhancements within the M365 ecosystem. • Test and implement new Microsoft 365 features as directed by the Service Delivery & Operations Manager. • Maintain documentation, site inventories, and technical guides for SharePoint and related applications. • Proactively monitor and resolve issues or necessary enhancements in Power Apps, ensuring the Operator Hub Power App functions effectively in collaboration with TRAC Developers • In partnership with the Information Security team manage the provisioning of MS CoPilot and ensure that user permissions/access and data requests reflect ONRSR's direction and risk appetite. Trouble shoot user issues and create quick reference guides where appropriate.
	What you Bring – Key Competencies Key to success in this role is that you have: • Demonstrates strong customer focus and empathy, with clear, patient communication and a commitment to sharing knowledge, building capability, and providing measured, practical support. • Proven success engaging with a range of MSPs.

	• Demonstrated experience in developing and maintaining work instructions, processes and procedures along with quick reference guides and user instructions. • Strong hands-on experience with Microsoft 365 administration, including Microsoft PowerApps and SharePoint Online configuration. • Proven analytical and troubleshooting ability. • Sound documentation and process improvement skills. • Sound understanding of M365 security, permissions, and lifecycle management • Microsoft 365 Certified: Microsoft 365 Administrator • Microsoft 365 Certified: Teams Administrator Associate • Microsoft Certified: Power Platform Fundamentals • Microsoft 365 Certified: Administrator Expert Helpful qualifications and experience • Understanding of current Microsoft AI architectures and how to secure them. • Microsoft 365 Certified: Identity and Access Administrator • Microsoft 365 Certified: Information Security Administrator Your compliance As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy. Other items of note On occasions, this role may require you to work outside of normal business hours, on weekends and public holidays. There may be a requirement to travel which may include short stays in ONRSR interstate offices. If you would like more information about how ONRSR regulates please read the ONRSR Way 2020. Privacy Notification ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.
	Our Commitment to you and your Commitment to ONRSR ONRSR is genuinely committed to investing in the capability of its staff and is proud of its structured Regulatory Officer training program that will support



Regulatory Officers in learning the *ONRSR Way* to rail safety compliance in a supportive environment. Opportunities to learn key skills as applicable to your role, in both a classroom and infield setting, are made available through the delivery of our training program and advancing your skills and knowledge in these areas is also available within this program. The success of this program also relies on your engagement and willingness to coach and mentor staff.

ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development and Review process; demonstrating appropriate and professional behaviors in accordance with the Code of Conduct and values as outlined in our Culture Blueprint; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.

I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability.

I understand that I may be required to perform other duties from time to time to fulfill the position requirements.