



Position Details

Title	Business Application Support Manager
Division	Corporate Services
Branch	Information Technology
Classification	Executive Level 1 (EL 1)
Salary	\$115,443 - \$125,832 per annum, plus superannuation
Employment type	Ongoing / Non-ongoing, Full-time
Location	Adelaide, Brisbane, Canberra, Melbourne, Sydney
Position number	0818
Reports to	Director, IT Applications & Data

Agency Overview

The Chief Executive Officer and Principal Registrar of the Federal Court, together with officers and staff identified under the *Federal Court of Australia Act 1976*, the *Federal Circuit and Family Court of Australia Act 2021* and the *Native Title Act 1993*, constitute a single Statutory Agency for the purposes of the *Public Service Act 1999*. Employees are engaged to work in support of the following courts or tribunal:

- Federal Court of Australia,
- Federal Circuit and Family Court of Australia, and
- National Native Title Tribunal.

Employees are covered by the [Federal Court of Australia Enterprise Agreement 2024-2027](#).

The Federal Court and the Federal Circuit and Family Court each maintain a distinct statutory identity, with separate functions and judicial independence.

Position Overview

Reporting to the Director, Applications and Data, the Business Applications Support Manager is responsible for overseeing the maintenance of software that underpins the Courts' business goals and operations. The role leads a team of systems analysts and business analysts to ensure the smooth functioning of Court applications, addressing issues as they arise, and continually improving processes through effective service management.

The Business Applications Support Manager will work closely with other teams, including Strategic Applications, Database and Development, Infrastructure, Cyber Security, IT Service Desk, Digital Court Program, external vendors, and the wider entity to ensure business requirements are gathered accurately and issues are resolved to the satisfaction of the customer.

Key Duties and Responsibilities

- Lead the Business Applications Support team to enable the FCA through support of IT applications, including.
 - Ensure sufficiently resourcing, training, and cross skilling.
 - Enabling support coverage within business hours
 - Resolve all support requests within the Service Level Agreement requirements.
- Provide leadership, guidance, mentoring, and
- Contribute to achieving strategic goals, through the Software Development Life Cycle (SDLC), including.
 - User requirements are well captured and documented.
 - User stories are quality assured.
 - Release timeframes are met.
- Collaborate with other teams in the section to ensure success of the FCA goals, including.
 - The Test manager in the provision and maintenance of test cases and automated test cases related to these updates.
 - The Release manager to coordinate releases through environments to Production.
 - The Implementation managers to ensure strategic delivery of future capabilities.
- Provide IT Application training capabilities to the FCA, including training sessions and materials.
- Build positive working relationships across Information Technology and The Courts
- Provide strategic solutions through leveraging of subject matter experts within the team.
- Manage risk through identification, treatment, and escalating where appropriate.
- Some work outside of standard business hours may be required.

Selection Criteria

- Demonstrated strong leadership skills and experience in leading a multidisciplinary IT support team, motivating and developing staff, and managing performance for quality and timely outcomes.
- Understand and manage conflicting priorities, constraints and demands, and realize project objectives across a diverse range of stakeholders. Proficient in requirements gathering techniques.
- Demonstrated ability to work both under broad direction and independently to achieve program goals and quality outcomes of product delivery.
- Demonstration of highly developed written and verbal communication skills.
- Proven experience in working and delivering across a geographically dispersed teams, including IT and business stakeholders.

Contact Officer

For more information contact Tim Goodwin, Director, IT Applications & Data, by email tim.goodwin@fedcourt.gov.au

How to apply

To apply, please complete the application form on the Court's [careers portal](#). If you have any issues with applying please email recruitment@fedcourt.gov.au

[insert application instructions here]

Eligibility

Employment with the Court is subject to the conditions prescribed in the Public Service Act 1999, and the following:

1. Australian citizenship – the successful applicant must hold Australian citizenship;
2. Security and character clearance – the successful applicant must satisfy a Police Records Check, and may also be required to complete security clearances during the course of their employment;
3. Successful applicants engaged into the APS will be subject to a probation period

Interested candidates who have received a redundancy benefit from an APS agency are welcome to apply, but note that they cannot be engaged until their redundancy benefit period has expired.