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EastLink.com.au

EMPLOYMENT INFORMATION KIT

APPLICATION SUPPORT ENGINEER



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ABN 99 101 213 263

ABOUT THIS INFORMATION KIT

Thank you for your interest in employment with EastLink.

This Employment Information Kit provides you with the relevant information you need about this opportunity to help you decide whether to apply for this position.

Outlined in this document are details about EastLink, information about the recruitment department and position, the selection process and information on how to prepare your application.

You are encouraged to read this information carefully in order to develop an understanding of the requirements. You should assess yourself against the key selection criteria before deciding to apply for the position and prepare an application according to the guidelines outlined in this information kit.

RECRUITER CONTACT DETAILS

Telephone enquiries for this position can be directed to Robyn Morrison on 03 9955 1774.

Unless otherwise stated, correspondence in relation to this position should be forwarded to:-

Human Resources
EastLink
2 Hillcrest Avenue
(PO Box) 804
Ringwood Victoria 3134

Candidate applications can be submitted online via SEEK or email in Microsoft Word or PDF format to recruitment@connecteast.com.au

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ABOUT EASTLINK

ConnectEast is the owner and operator of EastLink, Melbourne's second fully-electronic tollway and, since its opening in June 2008, already one of the busiest roads in Victoria.

EastLink comprises about 39km of freeway-standard road and connects the Eastern Freeway in Melbourne's east to the Frankston Freeway in the south. EastLink also includes the Ringwood Bypass and Dandenong Bypass as untolled additions to the state road network.

EastLink was delivered by ConnectEast under the Victorian Government's Partnerships Victoria framework with a construction cost of Au$2.5 billion.

The motorway saves drivers valuable time and provides the fast-growing eastern and southern regions of Melbourne with a more efficient and accessible transport network, as well as a 35km shared bicycle and walking path for local residents, wetlands and revegetation of open space areas and parkland.

Currently EastLink employs more than 150 people in a range of highly specialised operational and support roles across the organisation including:

- Asset and Road Management
- Information Technology
- Corporate Affairs
- Customer Service
- Finance
- Operations
- Legal
- Human Resources
- Marketing
- Risk, Safety and Internal Audit

With the lowest private tolls in Australia, EastLink is committed to providing Victorians in Melbourne's rapidly growing eastern and south-eastern suburbs with an affordable travel option, supported by high quality and friendly customer service.

OUR VALUES

We Care about our employees, colleagues, customers, the environment and the EastLink asset.

Safety is at the forefront of all of our decisions, we look after each other and everyone on EastLink.

We encourage **One Team** and share ideas across the organisation and with others and turn what we learn into smarter ways of working.

We deliver on our commitments and take **Accountability** for our own actions.

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RECRUITMENT PRIVACY STATEMENT

EastLink is committed to protecting privacy and maintaining the confidentiality of personal information collected in the course of carrying out its functions in accordance with its obligations set out in the Concession Deed.

Consistent with EastLink's Privacy Policy, this statement outlines Human Resources policy for dealing with resumes and other personal information that may be disclosed to EastLink in relation to employment opportunities with the organisation.

During the recruitment and selection process EastLink collects a range of personal information such as resumes, academic transcripts and references. Further personal information may also be collected during the selection process including, but not limited to, telephone screening, telephone interviews, psychometric assessments, competency and skills assessment, health information, criminal history and reference checking.

This information will be treated in the strictest confidence and will only be used for the purpose of tracking an application's history, assessing a candidate's suitability for employment and eligibility for an appointment with the organisation and to improve EastLink's recruitment and selection processes through periodical analysis.

In performing its functions, Human Resources may also disclose the information provided by candidates to referees, recruitment agencies and other third parties who assist EastLink in the recruitment and selection process.

Human Resources may also disclose information provided by candidates internally for the purposes of consideration for other employment opportunities within EastLink. Candidates should advise EastLink if they do not wish to be considered for a position other than the position applied for.

Candidates will be sourced directly and through third party agencies. All candidates will have access to an Employment Information Kit or Position Brief and be provided information about the organisation's identity, values, employment policies, hiring department, role responsibilities, inherent requirements, behavioural competencies, selection processes and other important employment information.

The provision of personal information in the context of an employment application is voluntary, but where information is not provided or is insufficient or inaccurate, EastLink may be unable to fully process the application or properly consider the candidate's suitability or eligibility for employment.

Candidates may submit modified information or additional information for consideration in relation to their application up to the closing date, if any, for the advertised vacancy. If at any time a candidate's details change, the candidate may correct the information held by EastLink.

Information collected during the recruitment and selection process will be stored securely either in a confidential electronic file or in a locked cabinet. Hard copy information collected will be destroyed after three (3) months via a confidential waste paper disposal method.

The information provided by candidates who are subsequently successful in their application will form the basis of their employment records.

All queries in relation to employment applications should be directed to Human Resources on 9955 1700.

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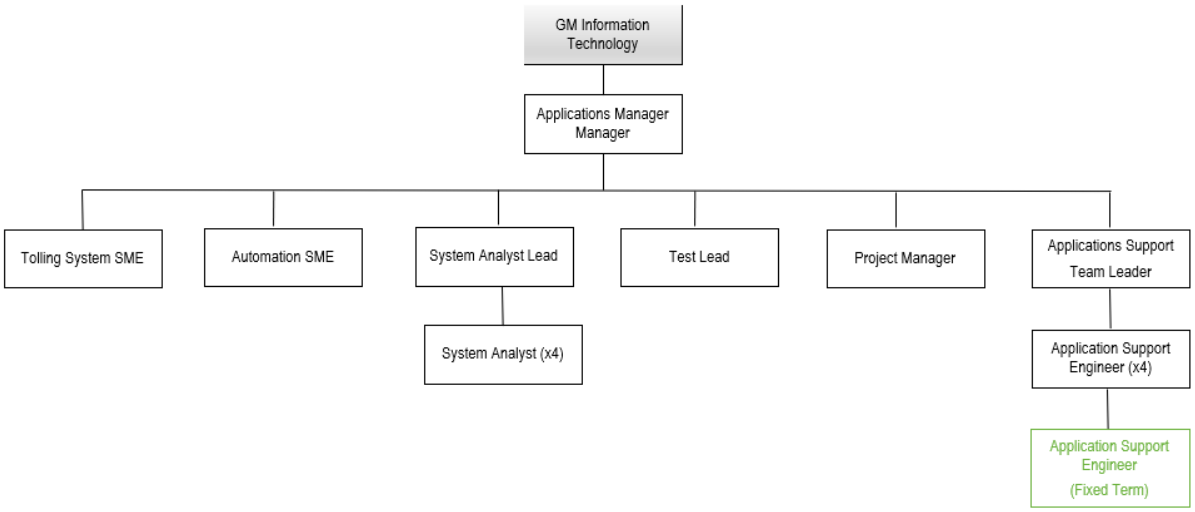
THE POSITION

The purpose of the Applications Support Engineer is to provide technical support for and maintain critical business applications used across ConnectEast. This role ensures the stability, performance, and continuous improvement of applications by promptly resolving incidents and collaborating with vendors and internal teams to maintain effective operations.

The position retains technical ownership over ancillary applications and supports business operations as a key technical expert, facilitating knowledge sharing and contributing to projects that enhance application functionality and reliability.

ABOUT THE POSITION

THE DEPARTMENT



ROLE RESPONSIBILITIES

Key tasks of the Application Support Engineer role include, but are not limited to:

Support and Maintenance

- Monitor the health and performance of applications including TOS, IPS, EVD and BIS using System Graphical User Interfaces ('GUI'), dashboards, SQL queries and standard reports.
- Develop dashboards, queries, scripts and reports to assist in the proactive monitoring and management of applications, including TOS, IPS, EVD and BIS.
- Respond to TOS, IPS, EVD, BIS and reporting system tickets and incidents using analysis to resolve problems and maintain good communications with internal customers.
- Work with system suppliers under support agreements to identify, define, log and resolve problems.
- Coordinate and manage Computer Systems Operator activities with regards to TOS, IPS, EVD and BIS.
- Document technical processes and procedures to detect and resolve tolling system issues.
- Work cooperatively with other teams in IT to maintain the operations of TOS, IPS, EVD and BIS interfaces.
- On occasion work out of normal business hours to support regular system maintenance activities and the

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resolution of major incidents.

System Enhancements

- Proactively identify opportunities to automate and streamline activities across the ConnectEast business, in applications and across processes, to automate and streamline functions, for example, as internal projects through operational concept and specification documents.
- Contribute ideas to amend or improve projects with respect to the BIS, TOS, EVD and IPS systems to increase their efficiency and reduce operating costs.
- Contribute to change requests to suppliers for improvements in system operations.
- Produce test scenarios and cases using Application Lifecycle Management (ALM)
- Undertake acceptance testing of new TOS, IPS, EVD and BIS releases, including functional and performance testing.
- Maintain the test automation framework, including adding or modifying test cases, undertaking health checks and performing upgrades to underlying software components.
- Assist in the deployment of new releases of TOS, IPS, EVD and BIS into test and production environments, including the testing of back-out and roll-back plans.
- Monitor the performance of new releases post-implementation using analysis to determine if there are problems.

Reporting

- In response to requests, run scripts and jobs to extract data from systems for analysis, and re-run reports.
- Assist with the reporting function within ConnectEast and develop new reports when required.

Roadside Equipment Support

- Support the Alliance in matters that affect the TOS – Roadside Equipment (RSE) interface.
- Provide short-term monitoring support for the RSE when Alliance personnel are absent.

Risk Management

- Alert Applications Support Team Leader to the presence of risks within the context of the IT systems and applications.
- In conjunction with the other staff, minimise the risk of incurring financial KPI penalties through the early identification of issues and the implementation of corrective actions to mitigate risks of non-compliance.

KEY SELECTION CRITERIA

In addition to the behavioural competencies outlined in this document the key selection criteria is as follows:

Formal Education

- Degree qualification in Computer Science / Engineering / Information Technology or related discipline, or substantial practical work experience.
- Software and script development and database administration training, and exposure to TOGAF and ITIL desirable.

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Work Experience

- Experience with software and script development and database administration training.
- Exposure to The Open Group Architecture Framework ('TOGAF') and Information Technology Infrastructure Library (ITIL) (desirable).
- Demonstrated experience across technologies including Oracle Database, Microsoft SQL Server, Procedural Language ('PL'/SQL), Linux and Windows administration and shell scripting.
- Ability to manage general-purpose programming languages (i.e. C++) and Java applications using an application server (i.e. JBoss).
- Experience with tools including SQL Server Management Studio, Toad, MobaXterm and Oracle Enterprise Manager.
- Ideally, technology skills to operate ELK/Kibana, Shareplex, Business Objects, BIRT, Python, Javascript, JBoss, web servers and Quality Centre.
- Experience in a high-volume transaction processing environment.
- Demonstrated ability to communicate with IT Management on any current issues or other matters of importance.
- Ability to monitor, assess and enhance system performance.
- Ability to use data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions and make decisions.
- Demonstrated complex system testing skills.
- Ability to create clear and relevant reports.

Key Competencies

Core Capabilities

- Communicates clearly and respectfully, listens and encourages input from others.
- Ensure accurate, accessible documentation and embed compliance into everyday practices to support efficiency and informed decision-making.
- Encourages and suggests new ideas and demonstrates a commitment to improving processes and services that support team objectives.
- Plan and organise work in line with organisational goals and adjust to changing priorities.
- Manage time, resources and projects effectively and efficiently to achieve successful outcomes.
- Teamwork & Collaboration
    - Ensure respectful, inclusive and supportive collaboration across teams and contribute to shared goals.
    - Team members are expected to support Team Leader, SME and Manager responsibilities, sharing systems analysis capability and support tasks workload outside defined responsibilities and boundaries, to achieve team objectives when required.
- Apply care and precision to work by reviewing information thoroughly, identify errors or inconsistencies and ensure tasks are completed to a high standard.
- Demonstrate initiative, take ownership of work and pursue ongoing learning with minimal supervision.
- Remain calm under pressure, adapt to change and manage stress effectively.

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Technical Capabilities

- Build and maintain productive relationships with internal and external stakeholders to deliver IT outcomes and manage performance expectations.
- Apply deep technical expertise and knowledge of tools, systems and frameworks to support IT operations.
- Drive and adapt to change by applying emerging technologies, agile thinking and continuous improvement practices.
- Identify, assess and mitigate risks across IT operations to ensure continuity and compliance.
- Design, manage and improve workflows, processes and service reliability in line with ITILv4 and business requirements.
- Deliver responsive, reliable and user-centred IT services that meet the needs of internal and external customers.
- Interpret and analyse data across different operational, technical and business contexts, applying sound data and database principles.
- Exercise due diligence in the ethical, secure and appropriate use of data, considering accuracy, privacy, security, compliance and data integrity when generating insights or supporting system and operational decisions.
- Protect data and systems by implementing security frameworks, controls and incident response protocols.
- Manage and optimise infrastructure, ensuring high performance, scalability and security for systems and networks across IT services.

IT On Call Roster

You accept that as part of your employment you may be required to be part of a rotating 'on call' roster to provide after-hours support in addition to your contracted hours.

Typically, an 'on call' roster is notified well in advance for a period of 7 consecutive days and attracts a weekly allowance for the 'on call' period, and time in lieu on a 1:1 basis for working more than 4 additional hours in a 24 hour period.

Should you be required to participate in an 'on call' roster further details will be provided in writing or refer to ConnectEast's 'on call' policy.

INHERENT REQUIREMENTS

EastLink has identified the following inherent requirements that are essential for the effective and safe performance of this role.

PEOPLE

- Accessing, viewing and updating sensitive information which may relate to customers, employees and/or company intellectual property;
- Honest, trustworthy and high level of integrity;
- Interacting with colleagues and senior management from across the organisation;
- Interacting with suppliers and contractors providing a service to EastLink; and
- Working independently and also within a team.

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WORK ENVIRONMENT

- Adjusting ergonomic equipment such as a computer and/or chair height which may be required due to sharing resources;
- Be eligible to hold a current security pass for EastLink workplaces;
- Working across multiple locations which requires travel between such locations;
- Working in a multi-storey building;
- Working in an open plan office;
- Working within an audited work environment, receiving regular performance related feedback; and
- Meeting reasonable occupational health and safety standards which are in direct compliance with relevant laws.

RESOURCE UTILISATION

- Using technology including photocopier, fax machine, etc;
- Using a telephone with handset or headset; and
- Using computer technology; including a large scale visual display unit, computer keyboard, mouse and/or scanner for extended periods of time.



PHYSICAL

- Ability to speak and be clearly understood on the telephone;
- Being seated at a desk for prolonged periods of time while operating technology;
- Concentrating for reasonably long periods of time;
- Extended reaching;
- Keyboarding tasks;
- Listening, retaining information and understanding what is said; and
- Undertaking tasks which are visually demanding or critical for long periods of time.

ELIGIBILITY TO APPLY

To be eligible for employment with EastLink, you must be an Australian citizen, an Australian permanent resident, a citizen of New Zealand who entered Australia on a current New Zealand passport or a non-Australian citizen holding a valid visa with work entitlements.

KEY SELECTION CRITERIA

Advertised vacancies often attract a number of very good quality candidates so it is in your best interest to prepare an application that will demonstrate to EastLink that you are able to satisfy the requirements of the role.

Before you begin your application it is important that you read this document carefully and decide whether your skills and abilities match the requirements of the position. If you require additional information to make this assessment it is recommended that you phone Human Resources for a confidential discussion.

You may also wish to research additional information which may be sourced from documents found on our Internet site – www.eastlink.com.au

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The key selection criteria outlined in the advertisement and/or this document describes the essential areas against which EastLink will assess your employment application.

This is the most important part of your application as it is your opportunity to inform EastLink about your skills, abilities and experience. Under each key selection criterion you should outline your relevant skills and abilities and give relevant examples that demonstrate that you meet the requirement.

The information you provide against the key selection criteria will form the basis for short listing candidates for further consideration. It is important that you address each criterion thoroughly but succinctly and include only information that is relevant to the position.

SUBMITTING AN APPLICATION

Written applications are to be sent to the address nominated in the advertisement or this document. Your application must arrive before the advertised closing date to ensure consideration.

As outlined above, your application covering letter should contain statements addressing the selection criteria. In addition, a resume, which includes your personal particulars including day time contact details, employment history (list your most recent employment first), relevant qualifications and the names and contact details for at least three recent referees, including current manager or supervisor should also be provided.

Some things to remember:

- Be concise and organise your application
- Provide relevant examples when addressing the selection criteria
- Please don't include copies of qualifications or certificates (these can be obtained later)
- If forwarding your application by mail, please don't insert your application in folders, they are only discarded and disposed of prior to your application being considered

Please be advised that applications which do not include a covering letter addressing the selection criteria and a current resume will not be considered.

SELECTION ACTIVITIES

The selection process for this role consists of a number of important components all of which require success to be eligible for an appointment.

INITIAL SCREENING

The selection process begins with EastLink reviewing your resume and making an assessment of your skills, knowledge and abilities giving consideration to our education, experience and employment history and assessing their relevance to the requirements of the position. It is important, therefore, that your application addresses all aspects of the selection criteria as clearly as possible. Spelling and grammar are an important element to your application, so you should review your application carefully prior to sending.

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TELEPHONE SCREENING

Human Resources may contact you by telephone to discuss your application and the position further. This is your opportunity to represent yourself, and to discuss why you have applied for the position. You will be able to talk about your expectations and find out more about the position and work environment.

INTERVIEW

Shortlisted candidates will be interviewed by a small selection panel at either EastLink's Ringwood Office. If you have any special requirements (eg. disabled parking, wheelchair access) please contact Human Resources so that appropriate arrangements can be made.

The selection panel will ask you a series of behaviour based interview questions related to the selection criteria. At the interview, the panel will be seeking to determine your relative strengths and weaknesses in relation to the position by asking you about specific examples or occasions when you have displayed the required competencies.

You will have the opportunity to ask questions, given the chance to demonstrate your interest in and understanding of the position and its duties. You should allow up to an hour and a half for an interview. It isn't necessary to bring anything with you to the interview.

Candidates short listed at this stage of the selection process may be required to attend a second round interview.

TECHNICAL SKILLS ASSESSMENT

Short listed candidates may be requested to complete technical competency assessment following the interview.

QUALIFICATIONS

If you list formal qualifications on your application, please note that you may be required to provide the original qualifications at any time during the selection process.

However, if you are the successful applicant, either on engagement, promotion or transfer, you will be required to provide the original qualifications prior to commencement in the position.

PRE-EMPLOYMENT CHECKS

EastLink is committed to providing a safe and healthy working environment for its employees, contractors and visitors. To achieve this, EastLink strives to ensure that employees are not required or permitted to undertake work for which they are not suited and to take appropriate measures to allow work to be done in a manner which will not put any person at risk to their health and safety.

To assist EastLink in achieving this objective, short listed candidates will be required to complete a pre-existing health declaration and must disclose any/all pre-existing injuries or diseases suffered, which, they reasonably believe could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by them undertaking this role.

Short listed candidates may be required to undergo a vision assessment by an Optometrist and a hearing assessment by an Audiologist prior to commencing employment. The cost of this consultation will be met by EastLink.

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REFEREES

In accordance with EastLink policy a minimum of two (2) professional referees are required. This should include, where practicable, the most recent manager / supervisor who can be contacted to discuss the employment application.

ELIGIBILITY FOR APPOINTMENT

Candidates who complete the selection process and meet all the selection criteria will be eligible for appointment with EastLink. Where there are more eligible candidates than available positions, offers of employment will be extended to those candidates whose attributes are most closely aligned with the organisation's requirements.



OTHER INFORMATION

POSITION STATUS

This position is offered on a 12 month Fixed Term basis.

REMUNERATION

The total remuneration, which includes superannuation, offered for this role will be negotiated with the employee.

COMMENCEMENT

The commencement date for these positions is immediate start.

PROOF OF ENTITLEMENT TO WORK

Upon commencement of employment with EastLink all new employees will be required to confirm their identity and present proof of entitlement to work in Australia. The following documents will be accepted:

- Australian birth certificate
- Australian citizenship certificate
- Certificate of evidence of citizenship
- Australian passport
- Valid visa with permission to work

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PROBATION

All new employees of EastLink will be subject to a probationary period of 6 months. Confirmation of continuing employment beyond the end of the probationary period will be provided before the expiry of the probationary period and will be contingent upon satisfactory performance, satisfactory behaviour and meeting any necessary security clearance or other specified employment pre-requisite requirements.

POLICE CHECK

Successful applicants shall be required to consent to, and satisfactorily complete, a criminal history check upon commencement of employment at no cost to the employee.

LOCATION

This role will be based at EastLink's Head Office in Ringwood.

HOURS OF WORK

Shift lengths will typically be 7.5 hours. However, the successful applicant may be expected to work hours as is reasonably necessary for the proper performance of their duties whether during or outside normal business hours.

TRAVEL

Travel expenses, as per EastLink policy will be reimbursed to employees requested to attend a location that is not their normal work location. The amount paid for motor vehicle expenses will be based on the Australian Taxation Office provided schedule and will be calculated on the additional distance they are required to travel over and above their normal travel between home and work.

WORK LIFE BALANCE

A number of initiatives have been introduced across the organisation which demonstrates our commitment to work life balance. These initiatives are underpinned by our values and behaviours and are embedded in policy and procedural arrangements.

EastLink is committed to conditions of employment that support employees to achieve a successful work life balance through diversity of choice with regards to work patterns and a range of leave arrangements to enact the *Time Better Spent* philosophy of a better balance of work, family and lifestyle commitments benefiting employees and the organisation.

Some of the arrangements that EastLink supports includes:

- Flexible Working Hours
- Part Time Work
- Job Share
- Internal Promotional Opportunities
- Time in Lieu
- 48/52 Leave



BENEFITS

EastLink also offer a range of benefits to enhance the employment experience of its people which include:

- Employee Assistance Program
- Health & Wellbeing Program including

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- Weekly
  - Fruit in the Workplace
- Monthly
  - Neck and Shoulder Massage
- Yearly
  - Skins Checks
  - Health assessments

SMOKE FREE WORKPLACE

The health dangers associated with active smoking are well known. EastLink also recognises that passive smoking may be hazardous to health and that non-smokers should be protected from the involuntary inhalation of second hand tobacco smoke.

EastLink is a smoke free environment and smoking on EastLink work premises is not permitted.

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