

Position Description

Applications Specialist

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring that we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The Applications Specialist provides reliable, hands-on support and tuning enhancements for Heritage Lifecare's applications. Provides day-to-day operational application support, fulfils requests, manages configurations, support testing and releases, and keeping documentation current. You will work closely with the Applications Lead and business teams to keep systems stable and useful.

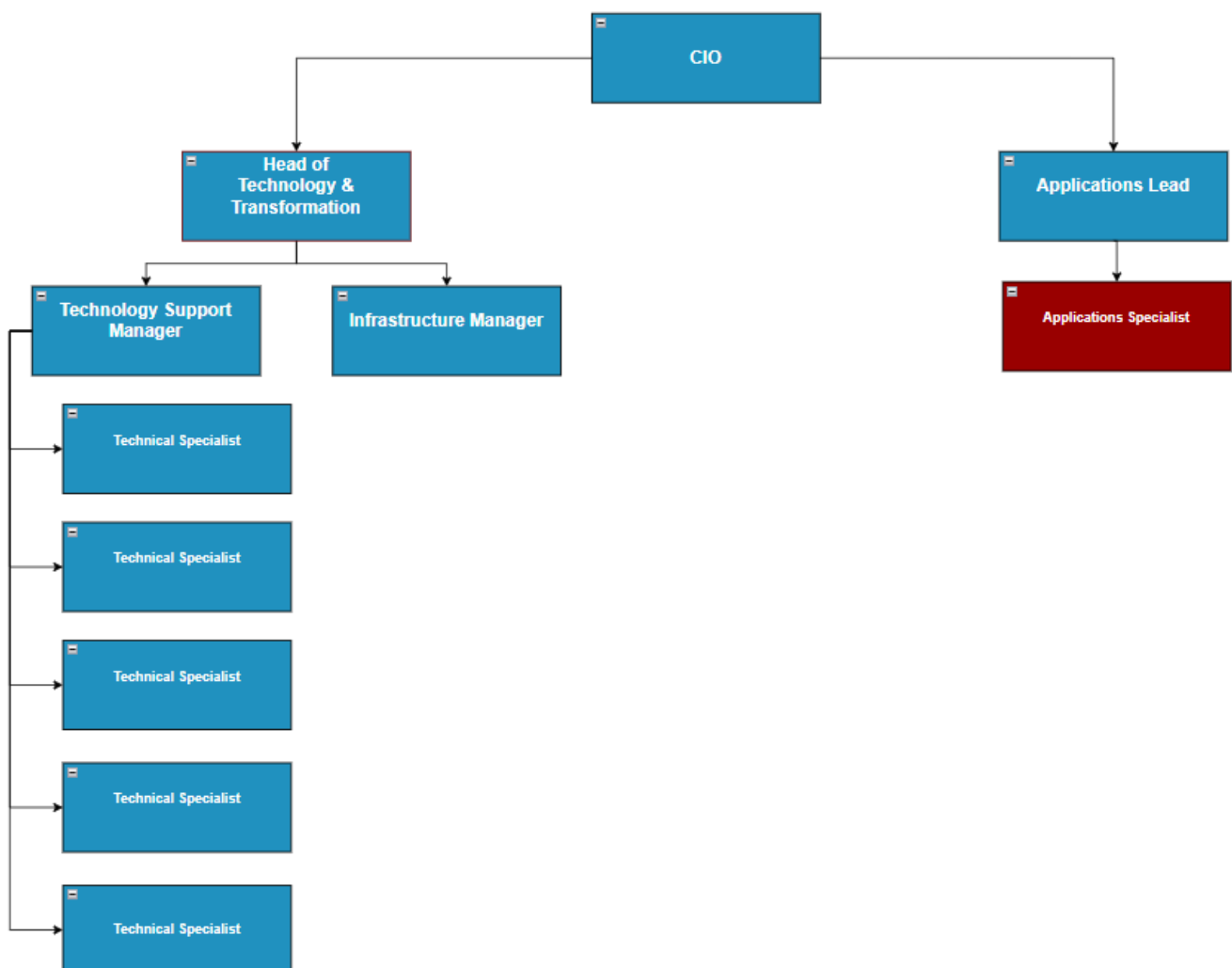
You will manage the application support incidents, working within response time SLAs, communicating clearly, and escalating as appropriate. Maintain configuration information and application support documentation (knowledge articles), as well as participate in testing and UAT setups.

Reports to: Applications Lead

Direct Reports: None

Functional Relationships: Regional Business Managers
 Care Home and Village Managers
 Clinical Leadership Team
 Support Office teams (Operations, Finance, People & Culture, Sales & Marketing)
 Technology Support Team
 External vendors and service providers (MSPs, software vendors, integrators, etc.)
 External contractors and consultants

Team Structure:



Key Accountabilities:

Business Partnership & Change Enablement

- Work closely with business users to understand pain points, and to realise application benefits.
- Provide honest feedback from the frontline to improve processes and systems.
- Prepare and execute test cases; coordinate UAT with business users; perform release and post-release checks.

Service Management

- Deliver L1-L3 support across core apps; triage, diagnose, and resolve incidents; escalate appropriately.
- Handle service requests (access, minor config, small data fixes) within agreed SLAs and with proper approvals.
- Contribute to data quality tasks (dedupes, validation rules, archiving, purging) in line with privacy/security controls.
- Support small enhancements: forms, workflows, reports, and role-based access changes.
- Produce and maintain documentation: SOPs, runbooks, FAQs, and user-facing guides.
- Monitor integrations and routine jobs; fix common failures and maintain dashboards/alerts.
- Maintain application configurations, environments, and schedules (jobs, interfaces) under change control.

Vendor & SaaS management

- Maintain open communications and dialogue with external partners and drive resolution as required.
- Escalate issues promptly when necessary.

Financial Authority & Responsibilities

Nil.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Core Competencies

Stakeholder Partnership & Consulting	Ability to engage application users, can help translate needs into outcomes with an end-user perspective and empathy; practical written and verbal communication, able to simplify.
Change Management & Delivery	Experience with developing test cases and coordinating UAT cycles with application users.
Integration & Automation	Familiar with APIs/integrations at an operational level (monitoring, retries, error handling).
Cybersecurity & Risk	Understanding of security posture and operational resilience; strong understanding of NZ privacy obligations.
Service Management	Solid application support background (SaaS and/or on-prem), including ticketing tools and SLAs. Comfortable with configurations, user admin, data imports/exports, and basic troubleshooting. Strong documentation habits and customer service mindset.

The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.