



Position Description

Position Title:	Application Support Engineer
Salary Range:	MCRI Professional & Administrative Salaries - Level 5 Step 1 to Level 6 Step 5
Reporting Manager:	Head of Software Engineering
Direct Reports:	0
Home Group:	Information Technology

Who are we?

The Murdoch Children's Research Institute (MCRI) is home to significant scientific discoveries. We believe there is an answer, a cure or a better treatment for every childhood condition — and we're determined to find it.

We are a diverse team of world-leading researchers, doctors, engineers, and hardworking professionals in operational and scientific services from all corners of the world with one shared goal — to transform child health worldwide.

Our strength lies in our partnership and co-location with The Royal Children's Hospital and the University of Melbourne — the Melbourne Children's Campus. This partnership model amplifies opportunities to quickly translate research into clinical care.

MCRI includes a wholly owned subsidiary, the Victorian Clinical Genetics Services (VCGS), a private not-for profit organisation. VCGS is a specialist childhood, prenatal and adult genetics service. VCGS provides an integrated genetic consultation, counselling, testing and diagnostic support service to children, adults, families and prospective parents.

Together, we share a powerful vision:

Our purpose:

We want all children to have the opportunity to live a healthy and fulfilled life.

Our 2025-2030 Strategy:

Towards Precision Child Health

We exist for a **purpose**, to give all children an opportunity to live a healthy and fulfilled life.

We **value** individuals with the determination to solve complex problems, who thrive on collaboration, and who embody honesty, respect, and accountability.

Our **goals** centre around an inclusive environment in which our people can undertake bold research that can be scaled for impact through strategic partnerships.

We **operate** in a collaborative environment, tackling problems in teams, across disciplines and across boundaries.

Our research generates evidence underpinning changes that **impact** the lives of children in our hospitals, in our communities, and across the globe.

What is it like to work for us?

We are dedicated to ensuring a positive working environment that values all backgrounds and experiences. We cultivate an inclusive culture that is underpinned by equal opportunity for all and a culture based on respect, consideration, and dignity. We invest in developing our People and fostering an environment where learning and development is central to our staff reaching their full potential.

The Institute is also committed to the safety of children and young people and takes a zero-tolerance approach to all forms of child abuse, exploitation, and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities.

Position Overview

Reporting to the Head of Software Engineering, the Application Support Engineer is responsible for providing business-as-usual (BAU) support and operational maintenance across the Software Engineering team's web applications, databases and cloud platforms. The role works closely with researchers, end users and technical colleagues to deliver reliable support, maintain operational excellence and contribute to the continuous improvement of services and processes. The role operates during standard business hours and does not require after-hours or on-call support.

Key Accountabilities

- Provide hands-on BAU support for web applications, microsites and legacy systems, including minor content, configuration and code changes, website administration and troubleshooting, with senior review where the risk warrants it
 - Manage support tickets end-to-end, from intake and clarification through prioritisation, implementation or coordination, escalation, resolution and closure notes, communicating directly with researchers and end users
 - Establish and run a streamlined monitoring and alert triage process, reviewing alerts from monitoring, security and cloud platforms (e.g. Site24x7, Cloudflare, AWS Inspector) and escalating where appropriate
 - Provide operational database support across common relational database platforms, preferably including Microsoft SQL Server, PostgreSQL and MySQL/MariaDB, including creating databases and schemas, updating connection details, running simple queries, checking backups, and supporting provisioning and decommissioning
 - Own routine patching and updates end-to-end, including scheduling, change records, testing, implementation, rollback planning, documentation and status reporting, across platforms such as Umbraco and WordPress and Windows servers, VMs and operational software
 - Manage software, domain, certificate and subscription renewals, maintaining the renewals register, obtaining vendor quotes, processing renewals through invoicing and payment systems, and keeping cost recovery and vendor contact records current
 - Administer developer and platform accounts and portals, such as the Apple Developer Program, Google Play Console and Google Cloud Platform, keeping access, ownership, renewal and billing records current
 - Improve and document BAU processes and supporting tooling, producing runbooks, checklists and service documentation in Markdown, and helping design GitLab issue templates, labels and boards to streamline support workflows
 - Provide AWS and platform operations support, including access request handling for AWS Landing Zone and GitLab, cost monitoring & reporting, security finding triage, backup monitoring, routine documented patching, and Cloudflare DNS, CDN and WAF administration
 - Participate in formal incident response and urgent production support during standard business hours, including triage, communication, escalation to senior staff, and post-incident documentation and follow-up
 - Apply peer review and appropriate change control to production-impacting changes, deploying minor changes after review and preparing higher-risk changes for senior review or deployment
 - Contribute to operational uplift, automation of repeatable BAU tasks, and supportability improvements that strengthen the reliability and maintainability of the team's services
 - Supports campus efforts related to gender equity, diversity, inclusion and wellbeing through participation, active learning and/or role modelling our values
 - Is engaged in the campus culture including professional development activities and attending internal/external campus conferences and seminars
 - Is aware of, and adheres to, MCRI policy on Intellectual Property/Material Transfer Agreements/Contracts/Clinical and Public Health Outcomes
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Selection Criteria

Essential

- Bachelor's or Master's degree in Computer Science, Engineering, Information Technology, or a related discipline; or equivalent industry experience
- At least 2 years experience supporting applications, including website administration, troubleshooting, minor content updates, configuration, code changes and platform support
- Practical experience with relational database, including running queries, checking backups, and supporting provisioning and decommissioning
- Practical experience supporting AWS-hosted applications or cloud environments
- Basic-to-intermediate Windows Server or VM administration and patching experience
- Experience reviewing and triaging monitoring and alert notifications, coordinating a response and escalating appropriately

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- Basic scripting capability using PowerShell, Bash, Python or a similar language with Git version control for automation, reporting or support diagnostics
 - Strong written communication and customer-service skills, including the ability to work directly with researchers and end users and to communicate clearly through tickets, documentation and vendor correspondence
 - Practical experience working with tickets, change processes and incident or operational support workflows
 - Demonstrated commitment to documentation, continuous improvement and building repeatable support processes

Desirable

- Experience with GitLab including issues and issue templates, merge requests, boards, templates or CI/CD pipelines
 - Experience administering or supporting WordPress, Umbraco or similar content management platforms
 - Experience with Cloudflare or similar DNS, certificate lifecycle, CDN and WAF platforms
 - Exposure to Terraform or other Infrastructure as Code tools
 - Exposure to Docker, ECS, Fargate or other containerised application platforms
 - Experience working in a research, health, academic or similarly complex stakeholder environment
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Conditions of Employment

- Keeping children safe is our highest priority. We maintain rigorous safeguarding standards and employ comprehensive screening processes to ensure the safety of the children we work with. This includes mandatory screening processes for all successful candidates, including:
 - Valid Working with Children Check (or equivalent)
 - Satisfactory criminal record check
 - The right to reside and work in Australia and you meeting any applicable visa conditions
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Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
 - Employees conducting duties on behalf of MCRI are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role
 - We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Policy
 - The Institute is committed to the safety of children and young people, and takes a zero-tolerance approach to all forms of child abuse, exploitation and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities
 - We are committed to a diverse, inclusive workplace where all staff are supported to reach their full potential, regardless of gender, career status, age, disability, cultural background, religion or sexual orientation
 - Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely
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As MCRI evolves to meet its changing strategic and operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.