

Hr Application Lead

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Company: Dxc Technology

Location: South Australia

Category: other-general

Job Description:DXC Technology (NYSE:DXC) - where brilliant people embrace change and seize opportunities to advance their careers and amplify customer success. People are the heart of our business. We support each other and work as a team, globally and locally to deliver excellence for our customers and colleagues. We live in more than 70 countries, speak multiple languages and work with over 6,000 customers on almost every continent. We use the power of technology to deliver technology services that move the world. We are seeking a highly skilled and motivated HR Application Team Lead to join our dynamic team. The successful candidate will lead a team of 4-5 Support Analysts responsible for maintaining and enhancing our suite of HR applications, including tHRrive, Timewise, Chriss21, Identity Manager, and other related HR systems.

Key Responsibilities:Team Leadership:Lead and mentor a team of 4-5 Support Analysts, providing guidance and support to ensure high performance and professional development. Foster a collaborative and inclusive team culture focused on delivering exceptional service and exceeding client expectations. Application Support and Maintenance:Oversee the daily operations of HR applications, ensuring system availability, performance, and reliability. Monitor and manage Request and Incident SLAs, promptly addressing issues and resolving escalations. Conduct regular system health checks and performance tuning to optimize application performance. Reporting and Performance Metrics:Develop and maintain monthly status reports, highlighting key metrics such as system availability KPIs, SLA compliance, and incident resolution times. Analyze trends and identify opportunities for improvement, implementing strategies to enhance application performance and user

satisfaction. Stakeholder Management: Collaborate closely with business stakeholders to understand their requirements and priorities. Work closely with the business to prioritize non-standard requests (NSRs) and deliver project work in alignment with strategic objectives. Project Management: Lead minor project initiatives related to HR application enhancements, upgrades, and integrations. Coordinate with cross-functional teams to ensure successful project delivery on time and within budget. Business-As-Usual (BAU) Activities: Manage BAU activities, including system upgrades, patches, and routine maintenance tasks. Ensure compliance with regulatory requirements and internal policies and procedures. Qualifications: Bachelor's degree in Computer Science, Information Systems, or related field. Minimum of 5 years of experience in HR application support, with at least 2 years in a leadership role. Prefer technical proficiency in HR applications such as tHRive, Timewise, Chris21, and Identity Manager. Proven track record of managing SLAs, KPIs, and incident resolution processes. Excellent communication and interpersonal skills, with the ability to effectively collaborate with stakeholders at all levels. Project management experience, with the ability to lead cross-functional teams and deliver projects on time and within budget. Strong analytical and problem-solving skills, with a focus on continuous improvement and innovation. If You are passionate about leading high-performing teams and driving operational excellence, we want to hear from you. Local to Adelaide and On Customer Site 3 days per week Trust, Transform & Thrive with a company whose mission is to lead clients on their digital transformation journeys, DXC Technology will be recognized globally as a force multiplier, enabling clients to seize the opportunities presented by today's rapidly changing technologies. If you are a self-starter with a strong customer focus and a results oriented approach complimented by your strong verbal and written communication skills, we would like to hear from you. Your working environment Virtual/flexible/on-site/travel In alignment with our commitment to fostering a flexible and dynamic work environment, we have adopted a hybrid working approach that acknowledges the importance of in-person collaboration while recognising that the determination of your work location will be based on a range of factors to ensure both individual preferences and operational requirements are met Our culture and benefits DXC is committed to building better futures for our customers, colleagues, environment, and communities. We take care of each other and foster a culture of inclusion, belonging and corporate citizenship. We put this to action developing and implementing societal initiatives within our. #WeAreDXC As an employer of choice, our people first philosophy means we offer competitive remuneration, benefits, training and career

opportunities that reflect our commitment to improving the lives of our employees, and the communities in which we live and work. How to apply & our commitment to you in return. If you would like to be part of a culture that drives innovation, delivers results, rewards performance and encourages ideas, then please press the Apply Now button to submit your resume. In return, we agree to ensure a hiring process that is enjoyable, thorough, and fair. We strive to provide an environment that lets you thrive and show off the very best version of yourself, while learning about us at the same time. Interviews and onboarding are conducted online, as part of us being a virtual-first company. We are an Equal Opportunity Employer. DXC is proud to be an equal opportunity employer and we welcome submissions from people from all walks of life. We celebrate our diversity and recognise it is the unique contributions of our people that give us our edge. Accommodation of special needs for qualified candidates may be considered within the framework of the DXC Accommodation Policy. In addition, DXC Technology is committed to working with and providing reasonable accommodation to support qualified individuals with physical and mental disabilities.

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