

POSITION DESCRIPTION

POSITION TITLE: Senior Business Systems Officer **POSITION NO:** 2547

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 6 to 7 (dependent on qualification and experience)

CERTIFIED AGREEMENT: Officers – 2020 **AWARD:** QLGIA

DEPARTMENT: Finance and Corporate

BRANCH: Business Systems

REPORTS TO: TechOne Project Lead

ORGANISATIONAL VALUES: ☐ Honesty ☐ Respect ☐ Accountability ☐ Integrity ☐ Unity

1. PRIMARY ROLE

This position will lead the Business Systems Team to effectively contribute to the development, maintenance, and support of Council's Business Systems through the provision of specialist advice, analysis, and support within Council. This position will deliver this service in a professional, efficient, and confidential manner ensuring the development and maintenance of good working relationships with all staff, application vendors and other key stakeholders.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Lead and coordinate the Business Systems Team to ensure the timely and effective operation of Council's business systems and associated services, with a high level of accuracy, confidentiality, and attention to detail.
2. Develop, implement, audit, manage and review appropriate business system policies, procedures and standards ensuring they align with legislation and Council's changing business needs.
3. Develop, implement, audit, manage and maintain a stable and secure business systems platform and services to both internal and external users through processes including:
 - a. Development and delivery of appropriate user training
 - b. Facilitation of comprehensive functional and user acceptance testing
 - c. Coordination of internal and external parties involved in the delivery, maintenance and support of Council's TechnologyOne SaaS platform
 - d. Configuration of system modules, business automation functions, and development of appropriate and relevant reporting capabilities to reflect business requirements
4. Effectively contribute to all Business Systems Projects through business and systems analysis, project coordination, systems configuration, testing, training, and support.
5. Manage, develop and motivate team members delivering business systems operational and project services to promote an environment that supports team building, skills development and career progression.
6. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Tertiary qualifications, or significant proven experience, in a relevant field (e.g., Project Management, Business etc.).
- Minimum requirement of a current C Class driver's licence.

4. KEY SELECTION CRITERIA

1. Sound understanding of and minimum three (3) years demonstrated, recent experience leading a team in the management of Local Government Business Systems, specifically the TechnologyOne product suite, and an ability to adapt as systems are upgraded, redeveloped, or integrated.
2. Demonstrated high level customer service skills with the ability to effectively support and communicate with users across all levels of the organisation with variable levels of technical understanding.
3. Demonstrated experience in all aspects of the effective delivery of both small and complex business systems implementation and upgrade projects, in an ERP such as TechnologyOne or similar.
4. Sound understanding of the principles which should be applied to the processes, management, controls and auditing sound user and system security in a corporate ERP platform, such as TechnologyOne.
5. Sound organisational and project skills with the ability to problem solve, establish work priorities across multiple tasks and team members to meet competing deadlines.
6. Demonstrated ability to exercise sound judgement, initiative, confidentiality, and accuracy in the performance of duties, as well as soft skills including positive attitude, being and building team players and focus on continuous improvement and personal development.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Finance and Corporate: Susan Jarvis	Signature: 