

**POSITION TITLE:** Business Systems Officer **POSITION NO:** 2103

**EMPLOYMENT TYPE:** Permanent Full Time

**CLASSIFICATION:** Level 3 to 4 (dependant on qualifications and experience)

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

**DEPARTMENT:** Finance and Corporate

**REPORTS TO:** Manager ICT

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

## 1. PRIMARY ROLE

This position will 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. Helpdesk support and administration of Council's Business Systems, with a high level of accuracy, confidentiality, and attention to detail.
2. Configuration of system modules, business automation functions, and development of reporting capabilities to reflect business requirements, both in existing operational modules and as part of implementation projects for new areas of the system.
3. Development of comprehensive and accurate documentation, such as process maps, analysis, and scope documents, for small and large projects, in consultation with the business.
4. Development and provision of relevant and effective training to system users.
5. Development and maintenance of appropriate Test Plans and facilitation of User Acceptance Testing for Snapshot updates, major software Releases and improvement projects.
6. Identification and analysis of areas for the business and systems improvement and documentation of proposed changes for consideration.
7. Liaise with Councils' vendors, primarily TechnologyOne, in a variety of capacities, such as Support, Application Managed Services (AMS) and Consultants.
8. Effectively contribute to all Business Systems Projects through business and systems analysis, systems configuration, testing, training, and support.
9. Complete additional activities and reasonable directions given by management.

## 3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

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

#### 4. KEY SELECTION CRITERIA

1. Sound understanding and demonstrated experience in the management of Local Government Business Systems, specifically the TechnologyOne suite, and an ability to adapt as systems are upgraded, redeveloped, or integrated.
2. Demonstrated ability to effectively provide helpdesk support to users across all levels of the organisation with variable levels of technical understanding.
3. Proven experience in the development and delivery of effective end user training via a variety of training platforms (i.e., face-to-face, video and skype).
4. Proven experience in the configuration and testing of system changes for the delivery of system implementations, including development of appropriate reporting mechanisms.
5. Sound organisational and project skills with the ability to problem solve, establish work priorities across multiple tasks, 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 a team player 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.

<b>AUTHORISATION</b>	
<b>General Manager Finance and Corporate:</b> Susan Jarvis	Signature: 