

POSITION DESCRIPTION



POSITION TITLE:	Software Systems Administrator
AWARD/ CLASSIFICATION:	Local Government (State) Award 2026 / Band 3 Level 3
DEPARTMENT / DIRECTORATE:	Information Services / Corporate and Community
PRIMARY LOCATION:	Moama

POSITION OBJECTIVES

The primary responsibility of the role is to administer, maintain and continuously improve Council's business software systems. The role works across all of Council's software systems, with a primary focus on TechnologyOne and a range of other line-of-business applications. This includes maintaining system configuration, user access, workflows, reporting and system integrations in accordance with Council policies and standards.

The role will document and improve business processes, support system implementations and upgrades, and work with software vendors to resolve issues and deliver enhancements. The role is supported by Council's ICT team, including the ICT service provider and internal ICT systems administrators, who assist with general vendor liaison and troubleshooting.

KEY RESPONSIBILITIES

At MRC, responsibility focuses on defined roles and processes that must be in place to achieve a accountability.

- Coordinate & support systems upgrades and implementations when appropriate, including integrations/interfaces, user acceptance testing (test plan/case development, testing support, result documentation, error and rectification monitoring) and co-ordination of cut-over tasks related to such upgrades/implementations.
- Undertake full responsibility for administering the application software systems in use within Council, with a primary focus on TechnologyOne and other line-of-business applications, including security, workflow and reporting.
- Liaise with software vendors, the ICT service provider and Council's ICT team as needed to investigate and resolve issues and deliver enhancements to the systems under administration.
- Support the development, maintenance and troubleshooting of system integrations, automation processes and data exchange solutions between Council business applications.
- Co-ordinate report design and development.
- Maintain the systems set-up as required.

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- Maintain user access to systems in keeping with applicable Council policies and guidelines.
- Support the year end roll-over processes in systems where such activities are applicable.
- Manage enquiries from the business regarding system operations and enhancements and provide responsive and timely software systems related first level help desk support to users.
- Coordinate communication of key system changes to users.
- Liaise with operational users to document the processes that are being undertaken through the software systems under administration.
- Assist with providing software training to staff when required.
- Develop and maintain appropriate policies and procedures to facilitate effective systems administration.
- Ensure all documentation related to improvement initiatives is stored in keeping with internal policies and procedures.
- Where relevant, document reference/training materials related to improvement initiatives.
- Where required, support engagement with customer/community stakeholders, where it is related to improvement initiatives.
- Participate in adhoc projects as required.
- Contributes and participates in annual performance reviews and discussions.
- Ability to participate in performance discussions and willing to give and receive constructive feedback.

The incumbent can expect to be allocated duties not specifically mentioned in the documents, but within the capacity, qualification and experience normally expected from persons occupying positions at this classification and the Local Government (State) Award 2026.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Information Officer
Direct Reports:	NIL
Internal Liaisons:	ICT Team, All Staff
External Liaisons:	Software Companies, ICT Service Provider, General Public

KEY ACCOUNTABILITIES

Accountabilities align to the key services council must provide both internally and externally. At MRC we have defined the accountabilities for each area into S, B, P & O Accountabilities.

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S – Strategic Accountability Holder. Strategy, Concept, Direction

B – Business Manager Accountability Holder. Development, Planning and Business Management

P – Projects Accountability Holder. Projects, Implementation with Fixed Start/End Date

O – Operationalising Accountability Holder. Doing, Delivery, Finalisation, Ongoing.

SBPO	Accountability	SBPO	Accountability	SBPO	Accountability
O	Document Work Process	O	Provide First Level Help Desk Support	P	Support Systems Implementations
O	Maintain Work Processes in keeping with Changing Work Practices	O	Liaise with relevant Software Vendors and Service Providers	P	Support Systems Upgrades
O	Maintain System Set-up	O	Support Staff Training Activities	P	Coordinate Systems Testing
O	Implement Business Improvement Initiatives	O	TechnologyOne Post Implementation System Administration	P	Support Cyber Security Initiatives
O	Administer System User-Access	O	TechnologyOne Post Implementation Access Control		
O	Maintain System Integrations and Automation				

JUDGEMENT AND DECISION MAKING

- Make decisions based on knowledge of department goals and objectives.
- Use previously acquired experience and knowledge to solve problems.
- Guidance and advice would usually be available within the time required to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to use technology, and follow relevant policies, procedures, processes, regulations, and precedents relevant to the unit.
- Well-developed organisational skills with the ability and willingness to adapt within a team environment of fluctuating workloads and changing priorities in order to meet operational outcomes.
- Experience in Microsoft Office 365 including Outlook, Word, Excel and willingness to learn additional programs as require.
- Ability to work independently with minimal supervision, whilst managing tasks and priorities. Demonstrated problem solving and decision-making skills.
- Thorough understanding of and adherence to Workplace Health and Safety and Industrial Relations legislation.

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MANAGEMENT SKILLS

- Effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.
- Knowledge of personnel policies and practices.

INTERPERSONAL SKILLS

- Outstanding written and verbal communication skills, including the ability to communicate, negotiate and resolve conflict with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council.
- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to establish rapport and to contribute to a pro-active work culture.
- Preparation of external correspondence.
- Ability to maintain a high level of professionalism, integrity, and confidentiality at all times.

WORK HEALTH AND SAFETY

- Follow Council's WHS policies and procedures as instructed.
- Ensure their actions do not adversely affect the health and safety of themselves or any other person.
- Report all WHS hazards and incidents to their supervisor as soon as possible.
- Participate in all required WHS training.
- Follow all reasonable directions from supervisors, managers and others in regard to safety.

QUALIFICATIONS AND EXPERIENCE

Mandatory

- A relevant IT related tertiary Degree or Diploma
- 2-4 years of experience in a similar role
- Demonstrated experience administering and supporting enterprise applications
- Working knowledge of SQL, JSON/REST APIs and PowerShell scripting
- Current Driver's Licence
- National Police Check

Desirable

- Experience working in a local government environment
- Exposure to administering and supporting TechnologyOne applications
- Exposure to other programming or scripting languages such as Python, JavaScript, C# or TScript
- Experience with Microsoft 365 administration
- Experience with other Council systems such as Civica and Content Manager (TRIM)

Key Selection Criteria

1. Demonstrated experience configuring and administering line-of-business applications, including workflow, reporting and user access.
2. Experience developing, maintaining and troubleshooting system integrations and automation between business applications, including effective use of AI-assisted coding tools to support development and maintenance.
3. Experience supporting system implementations, upgrades and testing in collaboration with software vendors and ICT service providers, including user acceptance testing and cut-over activities.
4. Understanding of cyber security principles as they apply to business systems and data.
5. Ability to document business processes, develop procedures and training material, and provide support to system users.

Council vision and values

Murray River Council's vision is to enable a healthy, liveable and prosperous community.

Our mission is to work with each of our unique communities to foster economic growth and prosperity, support community health and wellbeing, and protect and enhance our environment.

While planning effectively for the future to ensure appropriate infrastructure and services that will support quality lifestyles and provide recreational opportunities for our Murray River community (for all ages).

We have five core values that drive us and our behaviours.

Murray River Council values and behaviours

RESPECT	ACCOUNTABILITY	INTEGRITY	SUSTAINABILITY	EXCELLENCE
Building trust to foster positive relationships that create an inclusive and supportive workplace and community. 	Taking responsibility for decisions and actions and being transparent about processes and outcomes. 	Acting honestly and ethically in all council activities. 	We promote sustainability by committing to practices that support the long-term health of the environment, economy and society. 	We demonstrate excellence by committing to high standards in the delivery of all our services. 

Organisational Expectations

As a member of the Murray River Council Team, we expect you to respect and undertake the following activities:

Vision, Mission, Values	Abide by and actively live Council's Vision, Mission and Values.
Dignity & Respect	Treat everyone in the workplace and community the way you would like to be treated, with kindness and courtesy. Ensure this is a part of every interaction you have.
Work, Health & Safety	Adhere to relevant Work, Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.
Risk Management	Read, understand and comply with conditions as set out in the Risk Management Policy and undertaken all relevant risk management training.
Records Management	Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at Murray River Council in the Corporate Record Management system.
Customer Service & Communication	Ensure a high level of customer service through effective and efficient use of equipment.

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	• Liaise with internal and external service providers and always represent Council in a positive and professional manner. • Commitment to meeting the needs of the customers (internal or external).
Code of Conduct & EEO	• Encourage and promote behaviours consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.
Teamwork	• Treat all colleagues professionally and respectfully at all times. • Support other Department activities as required by Murray River Council's Delivery Plan.
Report writing	• Contribute to, complete or update Monthly Operational Reporting (MOR) as required. • Contribute to additional reporting as required.

Employee Declaration

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the responsibilities and accountabilities outlined in the position description may vary from time to time.

INCUMBENT:

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Signature & Date

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Print Name