



Position Description

Business Systems Analyst

Our City

Situated 223kms from Perth, the City of Busselton is an important regional centre covering 1,454 square kilometres in the lower southwest region of Western Australia. Our local government consists of approx. 500 employees proudly serving its fast-growing community of approx. 45,000 residents.

Our Vision - Where environment, lifestyle and opportunity thrive!



Lifestyle

Our community is safe, welcoming and inclusive, with access to services and facilities to support good health and wellbeing.



Environment

Our environment is valued, conserved and able to be enjoyed by current and future generations.



Place

Responsible planning is helping the region to experience sustainable growth with retention and enhancement of our unique character, identity and lifestyle.



Opportunity

We have a vibrant and growing economy with diverse opportunities for everyone to learn, work and flourish.



Leadership

We actively engage with community to deliver visionary, collaborative and accountable leadership.

City Values

TRACE is our commitment to driving results and shaping a City where environment, lifestyle and opportunity thrive.

T

R

A

C

E



Teamwork



Respect



Accountability



Customer
Focus



Excellence

Position Details

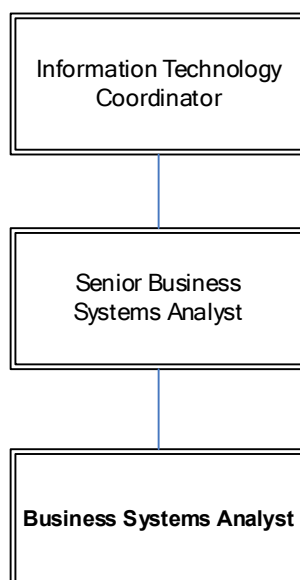
Title	Business Systems Analyst
Position Number	352
Directorate	Corporate Strategy and Performance
Reports to	Senior Business Systems Analyst
Employment Type	Full time
Industrial Instrument	City of Busselton Industrial Agreement
Level	7

Position Overview

Summary of the key objectives of the position.

This hybrid role works with business areas to understand operational and strategic challenges, identify opportunities for improvement and implement solutions for them when prioritised, facilitate knowledge growth and ensure business systems, processes and technology solutions effectively support organisational objectives.

Reporting Relationships



Key Duties and Responsibilities

Business Analysis / Business Process Improvement

- Improve, maintain support of the City's Enterprise Resource Planning (ERP) system.
- Optimise and enhance the City's ERP system (TechnologyOne) and other business applications by working with customers and vendors.
- Support change impacts through communication, training and business readiness activities.
- Engage both internally and externally to gather, formulate, document and validate business, functional and non-functional requirements.
- Provide user training, guidance, and ongoing support to improve technology adoption and capability across the organisation.
- Lead the identification, analysis and implementation of a diverse range of business improvement initiatives.
- Assist with the development of proposals, frameworks and models relating to identified business improvement initiatives.
- Develop solutions that are sustainable, practical, cost effective and consistent with legislative requirements.
- Perform current-state, future-state and gap analysis as required.
- Prepare and maintain documentation.
- Facilitate corporate knowledge through workshops and training sessions.
- Other duties as directed.

Enterprise Resource Planning

- Responsible for the administration, maintenance, support and continuous improvement of the City's ERP.
- Maintain, monitor and support the City's ERP system to ensure high availability, performance and reliability.
- Manage system upgrades, patches, testing, and release deployments as required.
- Coordinate with software vendors and support providers to investigate and resolve complex technical issues.
- Support system integrity through routine audits, validation, reconciliation, and corrective actions.
- Creation and maintenance of user accounts, roles, functions and permissions within the ERP.

Project Management

- Capture requirements through user interviews, workshops and other means.
- Prepare and maintain project documentation in line with the project management office requirements.
- Contribute to project delivery, including use of internal and external resources.
- Contribute to change management activities, communications and training.

Team Participation and Planning

- Contribute to the development of team planning and documentation.
- Contribute to team and directorate meetings and initiatives.
- Ensure compliance with relevant statutory obligations, City policies and procedures within the area of responsibility.
- Contribute to team success by engaging and providing input as required.

Corporate Responsibilities

- Exercise Workplace Health and Safety responsibilities as detailed in the WHS Policy and associated operational practices, procedures and guidelines.
- Uphold the City's values and behaviours.
- Understand the principles of customer service and undertake duties and responsibilities in accordance with the City's Customer Experience Charter.
- Exercise continuous improvement responsibilities as detailed in the Process Improvement Framework.
- Undertake duties and responsibilities in accordance with code of conduct, corporate policies, operational practices and work processes.

Role Specific Competencies

The ideal candidate will be able to demonstrate the below competencies:

- Demonstrated experience (3 years+) with configuration and administration of TechnologyOne or another ERP solution in a Business Support or Business Analyst role.
- Experience in eliciting and converting business requirements into system solutions.
- Well-developed analytical and problem-solving skills with the ability to research issues, interpret, and analyse information.
- Proven ability in the identification and thorough troubleshooting of software configuration issues.
- Proven ability to work with both business customers and technical partners.
- Ability to work actively in a team environment.
- Demonstrated appreciation of the provision of excellent customer service.
- Demonstrated time management and prioritisation skills.

Authorities

This position operates under the limited direction of the Senior Business Systems Analyst within established legislative guidelines, policies of the Council and City Operational Practices and Procedures and guidelines.

This position may authorise purchases and certify invoices to the value specified in the Employee Purchasing Authority Limits OP.

Appointment Pre-requisites

- National Police Clearance not more than six months old.
- Proof of right to work in Australia.

- Current C Class drivers licence.

Pre-employment Medical Screening

The following pre-employment medical screening is required for this role. This will be organised by Human Resources with all associated costs covered by the City of Busselton:

- Basic medical assessment.