

Position Description: **Business Systems Administrator**

POSITION DETAILS

Position grade	Grade 13		
Position type	Permanent, full-time		
Reports to	Senior Coordinator Information Systems		
Department	Customer Experience and Technology Services		
Job function group	Professional		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

As the Business System Administrator, you will manage the technical and functional operation, maintenance and support of Council's business systems (principally, but not limited to, TechnologyOne's product suite) and support service desk staff to deliver high quality incident and change resolution services. Your tasks will include maintenance of application parameters along with providing assistance and support to users so that they may effectively utilise business application systems in support of their duties.

The position is responsible for complex system analysis, problem resolution, user support and maintenance, along with development and enhancements of Council's major application systems. The position will also undertake special projects and provide input through the Executive Manager Customer Experience and Technology into policy development.

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualifications in Information Technology, or recognised industry qualifications, or relevant experience supporting applications in a service orientated business
- Highly developed interpersonal and communication skills including the ability to communicate with staff effectively across all organisational levels and roles
- Expert knowledge of the TechnologyOne suite including — Property and Rating, EAM, Finance, ECM, HR/Payroll, Performance Planning, Enterprise Cash Receipting, Intramaps and eServices

- Expert knowledge in the relationship and associations between the various modules within the TechnologyOne suite
- Demonstrated experience of software applications support in an ITIL style framework.
- Knowledge and experience in providing information and communication technology (ICT) problem and request resolution services to clients
- High level oral and written communication skills to develop documentation for system enhancements and training manuals, along with the ability to interact effectively with people.
- Strong work ethic with the ability to work under pressure, set priorities, plan and organise workloads and investigate and solve problems with minimal supervision and good attention to detail
- Ability to work as an effective team member and establish and maintain business relationships with internal staff and external service providers
- Ability and enthusiasm to provide high quality customer service to develop and follow standardised processes to ensure quality outcomes
- Excellent organisational skills with a focus on quality and innovation
- Valid Working with Children Check
- Class C drivers licence

Desirable

- Previous ERP implementation experience is beneficial
- GIS knowledge
- Knowledge of local government operations.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)
- ☐ Working with Children check

DUTIES AND RESPONSIBILITIES

Key Duties

- Work in a team environment, investigate, analyse and prioritise assigned incidents and service requests for Council business systems. Action requests, resolve problems, manage internal and external service providers and record all actions.
- Carry out routine auditing, monitoring, testing, maintenance and ongoing issue rectification of the system's environments, services, functions, data, security and integrations to other Council systems.
- Work closely with business units across Council to provide and recommend services to implement continuous improvement of systems. Meet key business objectives that may be delivered through enhanced reporting, the implementation of new functionality and integration of existing systems.



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- Coordinate and provide specialist advice regarding administration functions for Council's key corporate systems.
- As part of the Business Systems team, work on IS projects with other Systems Administrators, Business Analysts, IT Infrastructure & Support staff and third party System Vendors.
- Consultatively analyse and scope routine and minor change requests to improve efficiency and effectiveness, manage the development of solutions and implement all changes by accepted change management and control practices to ensure quality outcomes.
- Develop and maintain system administration documentation, test procedures and outcomes and knowledge base articles to a level that enables system and client service continuity.
- Provide advice, support and assistance to internal and external clients in the development and delivery of business process improvement, significant and major change projects and system related training.
- Contribute to the planning and implementation of software maintenance, including patches and system upgrades, and provide ongoing development in core business applications.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.



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- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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