

POSITION TITLE AND NUMBER:	IT Business Systems Analyst (#1038)
EMPLOYMENT STATUS:	Full time, Temporary
CLASSIFICATION:	Band 6
UNIT:	Information Technology

THE UNIT

The Information Technology unit is responsible for providing technology and information management support and assistance for the range of IT services used within the City. The unit is central in ensuring that the City's technology systems are innovative and fit for purpose so that staff are able to deliver services to our community.

POSITION OBJECTIVE

- To develop and maintain strong internal and external stakeholder relationships, to establish the knowledge required to connect business objectives to vendor capability.
- To ensure the city's software applications and related business processes are supported and optimised.

KEY RESPONSIBILITIES AND DUTIES

- Provide business and data analysis, advice, information, support and service to stakeholders relating to technology change initiatives.
- As an applications subject matter expert, extend knowledge of applications to staff members through resolution of related ServiceDesk tickets, development of training sessions and on-line training tools and documentation.
- Support the team to identify and resolve operational issues in software applications.
- In consultation with business units, develop plans for the support and implementation of initiatives relating to system and process enhancements and the implementation of new software functionality.
- Define, analyse, document, plan, execute, test, train and project manage the delivery of the requirements for technology change initiatives.
- Support the business in implementation of process innovation through system configuration, upgrades, testing and related process change support.

SKILLS AND ATTRIBUTES

Technical/specialist skills:	IT systems and software, application service management, contemporary project management methodologies, strategic thinking, problem solving and business analysis skills, business application administration experience
Personal attributes:	Communication, teamwork, stakeholder engagement, time management, flexibility, innovation, collaboration, negotiation, curiosity, growth mindset

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator IT Business Systems and Innovation
Supervises:	Nil
Internal Liaisons:	City employees
External Liaisons:	Software suppliers and other Councils

ADDITIONAL INFORMATION

- A satisfactory Police Record Check and evidence of any required vaccinations is required for this position.
- The City of Greater Bendigo is proudly a child safe organisation and adheres to the Victorian Child Safe Standards and related legislation.
- This position may require a pre-employment medical assessment.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring device.
- Some flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.

QUALIFICATIONS

- Degree or Diploma qualification with some relevant experience or substantial relevant experience in business analysis, systems administration or similar discipline.

KEY SELECTION CRITERIA

- Substantial experience in business analysis, problem solving, analytical thinking and application configuration, ideally relating to contemporary local government software applications.
- Demonstrated ability and experience in identifying innovative system and business process improvements, determine appropriate action and facilitate implementation of successful outcomes.
- Skills in managing time, setting priorities, planning and organising one's own work to achieve specific and set objectives in the most efficient way possible.
- Excellent communication and stakeholder management skills, both verbal and written, to match and document business objectives with systems capability.
- A strong customer service focus and ability to interact and consult with managers, staff, vendors and consultants in a consultative and collaborative environment.
- Demonstrated experience in the use of contemporary business analysis, project management and service management practices.

Position Demands	Rare	Occasional	Frequent	Constant	N/A
	<5% of the time	5% - 33% of the time	34% - 66% of the time	>66% of the time	
Physical demands					
Sitting				✓	
Standing		✓			
Walking		✓			
Stairs/ climbing ladders	✓				
Squatting/ bending/ crouching	✓				
Neck movement			✓		
Trunk movement including rotation		✓			
Foot movement		✓			
Bilateral upper limb use - below shoulder height			✓		
Bilateral upper limb use - above shoulder height					✓
Repetitive movement of upper limb				✓	
Gripping with hands				✓	
Fine motor skills				✓	
Reaching forward			✓		
Lifting - up to 10kg	✓				
Lifting - between 10kg and 20kg					✓
Carrying – up to 10kg	✓				
Carrying – between 10kg and 20kg					✓
Pushing/ pulling objects	✓				
Working in confined spaces					✓
Exposure to hazardous noise					✓
Balancing / uneven ground					✓
Exposure to vibration					✓
Exposure to extreme heat/cold and/or UV radiation					✓
Exposure to airborne hazardous substances					✓
Exposure to infectious diseases					✓
Cognitive / Psychological demands					
Management of resources/personnel/financial/material		✓			
Verbal communication				✓	
Attention to detail or concentration				✓	
Reading/Written literacy				✓	
Numerical skills				✓	
Exposure to distracting stimuli			✓		
Working co-operatively with others				✓	
Performance of multiple tasks with time management skills				✓	
Exposure to sensitive or distressing content or events	✓				
Deadline pressures – activities are performed under time restraints				✓	
Dealing with challenging behaviours, including aggression or conflict with public		✓			
Task unpredictability		✓			
Frequency of decision making			✓		
Working remotely or in isolated work	✓				
Other					
Vaccinations that may be required	N/A				

BAND 6 CLASSIFICATION DESCRIPTORS

Accountability and extent of authority:

- Responsible for resource management, freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- Undertake policy development, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- Formal input into policy development within the works units area of expertise and/or management.

Judgement and decision making:

- The nature of the work is specialised with methods, procedures and processes developed from theory or precedent.
- Ability to improve and/or develop methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations.
- Guidance and advice are usually available.

Specialist skills and knowledge:

- Demonstrated ability to identify, scope, research and implement solutions.
- Analytical and problem-solving skills aligned to good service management practices.
- Demonstrated information gathering skills, with the ability to apply gained knowledge in solution design.
- Appropriate skills to enable a supporting role in the management of the City's software applications.
- Knowledge of Agile/Waterfall Project Management methodologies.
- Demonstrated ability to test designed solutions to ensure outcomes are successfully delivered.
- Strong presentation and facilitation skills to ensure internal stakeholders are trained on the optimal use of the implemented solutions.

Management skills:

- Skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

Interpersonal skills:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions within the City to resolve intra-organisational problems.
- Excellent verbal communication skills and the ability to confidently and professionally communicate with a range of stakeholders including executive management, managers and employees.
- Well-developed written communication skills, including the ability to prepare and provide high quality, accurate documents and reports.