POSITION DESCRIPTION

Position Title:	Business Systems Administrator	Position Code:	6-BSA
Division:	Organisational Performance	Grade:	F
Location:	Dubbo or Wellington	Hours/Week:	35
Reports to:	Business Systems Team Leader		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position
The Business Systems Administrator is responsible for the management of the organisation's corporate applications and databases to ensure secure access and availability in accordance with the needs of the business.

Key Accountabilities / Duties	
Key Result Area	Primary Activities

Corporate Reporting, planning and Monitoring	• Assist the Business Systems Team Leader and/or Chief Information Officer in providing input into strategic plans and documents that include;
	  • Community Strategic Plan
	  • Delivery Plan
	  • Annual Operational Plan and Budget
	  • Agreed briefs and other service agreements
	• Provide input into corporate plans, reports, programs, and policies as required

Incident and Request Management	• Responsible for investigating and resolving operational related incident and service requests allocated by the IT Support Team • Investigate and diagnose incidents and problems (including resolution where possible) • Effectively liaise with hardware, software and communications suppliers to ensure operational incidents and problems are rectified as quickly as possible • Resolve assigned incidents, service requests and application problems within agreed service levels • Communicate updates to the Service Desk
Relationship Management	• Manage Business Relationships with internal and external stakeholders • Develop and maintain Service Levels with external vendors • Establish and maintain stakeholder and strategic supplier relationships which meet business requirements
Applications Management	• Provide applications support and enhancement administration

Key Accountabilities / Duties

	• Provide a 2/3rd line support service in regard to all defined and approved applications • Provide interface between suppliers and key stakeholders • Manage the upgrade and deployment of all new Corporate software packages • Plan and implement regular system upgrades for major corporate applications
Project Management	• Manage the planning and delivery of ICT projects • Engage with key stakeholders to ensure project outcomes are met in accordance with business objectives

Systems and Operations Management	• Provide systems administration and operations management services to the organisation including but not limited to
	    • Server management
	    • Data integrity
	    • Capacity management & planning
	    • Availability management
	    • Security
	    • Database administration
	    • Product evaluation and testing
	    • Systems installation and implementation services
	    • Systems evaluation and testing services

Reporting Services	• Provide a report development service to the organisation
Information Services Team Support	• Participate and contribute to an effective and productive team • Assist in any other matters as requested by the Business Systems Team Leader, Chief Information Officer or the Director Organisational Performance

Inherent Requirements of the Position

- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilizing computers/electronic systems or other office based equipment
- The occupant of this position will be required to travel between Dubbo and Wellington and operate out of Council's office or depot facilities as necessary
- Maintain high level skills and experience in the operation of computer applications such as word processing, spreadsheets, database and other computer applications relevant to the organization

Selection Criteria

Essential

1. Solid IT industry experience and/or TAFE Certificate of Trade or other equivalent IT industry certifications
2. Demonstrated experience in project management and project team leadership

Selection Criteria
3. Demonstrated experience managing information systems in a large organisation
4. Familiarity with contract negotiation and service level agreements
5. Customer focused with the ability to understand the business needs, objectives and constraints of clients
6. Excellent written and verbal communication skills
Desirable
7. Demonstrated understanding of the principles of IT Service Management (ITIL)
8. Programming experience using relational database management tools

Organisation Wide Accountabilities	

Corporate Values	**Creating Community for Today and Tomorrow**
	
	All employees have a responsibility to uphold the values of Dubbo Regional Council being:
	
	• **Progressive**
	   o Be Curious, Courageous And Committed
	• **Sustainable**
	   o Balanced Approach To Growth & Opportunity
	• **One Team**
	   o Working Together
	• **Integrity**
	   o Accountable For Our Actions

Work Health and Safety	All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include: • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or Human Resource Services within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The General Manager, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.

Organisation Wide Accountabilities	
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour

Acceptance:
I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures. I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.
Signature: Date: