

# Position Description



## Customer Systems Analyst

### Customer & Community

#### Reporting to Customer Systems & Reporting Manager

##### Position Purpose

To manage, develop and optimise the customer and sales teams use and performance of the critical information systems used to service customers and drive excellence in safety.

##### Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Identify, scope and document procedures to meet customer support business needs and associated continuous improvement objectives.
4. Collect, analyse data and results to determine and implement opportunities for improved operational performance and provide input and advice on quality control, auditing, client management (both internal and external) and reporting.
5. Validate results by testing each newly designed ICT solution to ensure full functionality, optimum operational performance and system integrity and ensure that all ICT solution defects have been removed prior to delivery.
6. Work closely with relevant stakeholders to prepare documentation to describe in detail intended capabilities of the ICT system or solution.
7. Monitor and review all WaterNSW and NSW Office of Water (DPIE Water) activities relating to water access compliance action and make recommendations to systematically improve customer compliance.
8. Apply project methodology to initiate and scope systems improvements, prepare business cases, liaise with sponsor, collaborate with project delivery team(s), manage handover, acceptance and benefit realisation at completion.

9. Develop clear system design and development specifications using data and process modelling, write end-user manuals and training documentation
10. Manage and monitor contracts or service agreements with external parties to ensure effective commercial practices for the business unit.

### Key Challenges

- Achieving substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value-added activity and eliminating waste.
- Developing and inculcating the new WaterNSW culture.

### Significant Internal Relationships

Stakeholder	Purpose of Relationship
Business Systems & Information (BSI)	<ul style="list-style-type: none"> <li>• Stakeholders for ICT project design and delivery.</li> </ul>
Project Management teams	<ul style="list-style-type: none"> <li>• Stakeholders for scoping, functional specification and prioritisation.</li> </ul>
End System User/Clients	<ul style="list-style-type: none"> <li>• To ensure on time on budget delivery of solutions to business.</li> </ul>

### Significant External Relationships

Stakeholder	Purpose of Relationship
External Vendors	<ul style="list-style-type: none"> <li>• Hold vendors to their SLAs for smooth delivery of services contracted.</li> </ul>

### Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

### WaterNSW Leadership & Performance Competencies

People	Level	
		•

Customer	Level	
		•

Business	Level	
		•

### Technical Competencies

Competency	Level	
		•

### Mandatory Candidate Requirements

#### Qualifications:

- Certificate IV in Information Technology, or Business Administration or equivalent experience
- Current NSW Drivers Licence

#### Knowledge:

- Communication - The ability to communicate complicated technical or non-technical issues clearly, concisely and without ambiguity both in person and in writing is essential.
- Analytical – The ability to decipher system nuances and proven track record to provide out of the box solutions.
- Technical knowledge – previous experience with customer facing systems like IVR, CRM & Invoicing and billing systems. Expert knowledge of Microsoft Productivity tools like Excel Macro, MS Word.

#### Experience:

- Extensive experience in systems reporting and regulatory requirements with reporting.
- Experience in dealing with technical or transactional teams.
- Experience in documentation of business requirements, coordination of IT personnel and processes and implementation of system improvements.
- Good interpersonal skills, conflict resolution and multi tasker with the ability to work under tight deadlines.

### **Favourable Candidate Requirements**

- Diploma or higher in Management, or Information Technology or similar field(s).
- Extensive customer service experience supporting teams and mentoring teams.

### **Pre-Employment Checks Required**

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – Office based
- Police Check