Position Description

Role:	IT Business Systems Team Lead
Department/Section:	Corporate Services / Information Technology Services
Reports to:	Manager IT Services
Responsible for:	2 staff

WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical

- Excellent communicators

- Committed to customer service

- Technically and professionally competent, with a pride in keeping their knowledge current

- Focussed on solutions

- Team players

MAIN PURPOSE

This position reports to the Manager IT Services but is expected to carry substantial autonomy in identifying and acting on business systems issues after consultation with relevant staff and management.

The position provides corporate information and business systems support by developing and maintaining electronic workflows, improves Council staff productivity and provides the context and mechanisms for continuous improvement. The role identifies weaknesses in internal business systems and proposes designs and implements improvements or suitable new systems. Part of the role is coordinating and/or conducting group and one-on-one training in the use of a variety of systems for staff across the organisation.

Complex problem-solving skills are essential and solutions need to be creative and innovative to achieve better practices.

The role requires the incumbent to have a "big picture" view of the organisation from an internal and external customer's view as well as an understanding of the management/corporate perspective.

KEY RESPONSIBILITIES

Business Systems & User Support

- Develop systems which increase productivity and job satisfaction by consulting with Managers and Team Leaders, examining processes, streamlining activities and documenting procedures

- Liaise extensively with Managers and Administration Team leaders across the organisation to ensure a comprehensive understanding of business requirements prior to developing / implementing new business systems

- Maintain close relationships with functional areas of Council to ensure effective use of business systems within Council

- Liaise with all sections within Council for the purpose of analysing and assessing communication and internal systems with a view to continuous improvement

- Maintain and improve business information software (eg. ECM, Authority) to ensure optimum functionality and to meet changing needs

Application Support

- Provide system administration of the ECM (Document Management) system to achieve:

  o Efficiency and effectiveness for Council and its organisational sections

  o The electronic capture of all incoming, internal and outgoing documentation & information, and most customer contact in a user friendly environment that can assure the user of speedy retrieval of information

  o The utilisation and continuing development of procedures that promote use of the systems and ensures accurate and timely registration and work flowing of appropriate documents and customer contact

  o All system maintenance and security requirements (including but not limited to user creation and security, screen layouts, access to functionality, creation of classifications and Subject descriptions, etc.)

- Systems testing and coordination of the implementation of new or patched releases of the system

Education and Support

- Co-ordinate and conduct training for staff members across the organisation to support the correct use of various Business Systems within Council

- Co-ordinate Project Meetings with Key User Groups for various Business Systems within Council

- Develop, prepare and maintain Corporate User Guides for various Business System processes incorporating training notes and diagrams as well as organisational procedures and protocols and "How To" sheets when implementing new or revised processes and systems.

Systems Monitoring and Control

- Develop and implement initiatives for MOSPLAN relevant to the areas of responsibility

- Review, devise and implement internal management and information systems and benchmarks for continuous improvement

- Develop, review and maintain Statistical Analysis reports from various Council Systems as required to provide Audit and Key Performance Indicators for Council Management plan reporting

Other

- Liaise with the Manager IT Services to solve problems and investigate and implement improvements as appropriate to the business systems in use within Council

- Attend User Group meetings and Conferences as requested by the Manager or Director to ensure up to date knowledge of Council's systems

- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards

- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity

- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy

OTHER DUTIES

Other duties may be allocated by the Supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and /or experience or be part of a training/development plan.

WORK HEALTH AND SAFETY RESPONSIBILITIES

This position is responsible for the day to day supervision of your workers, contractors and volunteers and for ensuring that all tasks are performed safely.

In particular, the Business System Coordinator will:

- Ensure as far as is reasonably practicable all tasks are performed in accordance with legislative requirements

- Ensure as far as is reasonably practicable all tasks are performed in accordance with the safe work method statements and safe operating procedures

- Verify the effectiveness of control measures at appropriate intervals – including monitoring compliance with safe work procedures, site induction requirements and permits to work

- Respond to issues raised through the consultative process and ensure appropriate actions are taken when it relates to their area of influence and responsibility

- Review all Council activities within their area of responsibility and undertake steps to improve safety

- Conduct regular WHS inspections of immediate work area and take necessary corrective action

- Promote WHS with workers, contractors, volunteers and the public

- Ensure as far as is reasonably practicable reported hazards and other WHS issues are dealt with immediately or discussed with Managers without delay

- Facilitate and support workers, contractors and volunteers participation in relevant WHS training

- Support all injured persons and ensure they are adequately cared for immediately following an accident

- Investigate incidents and near misses, take action and/or make recommendations to ensure they are mitigated and do not re-occur

- Keep the managers informed on all aspects of implementation of the WHS Corporate Practice within their area of responsibility

- Fulfil "worker" WHS responsibilities as listed in Mosman Council's Work Health and Safety Corporate Practice

SKILLS AND COMPETENCIES - Selection Criteria

Essential:

- Degree in business administration, information technology or information management and at least 4 years' experience as a systems analyst or special projects officer in a business, IT or information management related field

- Good interpersonal, verbal and written communication skills, including the ability to use high level, plain English; good conflict resolution and negotiation skills and customer service skills with demonstrated commitment towards the delivery of quality service and continuous improvement strategies

- Complete understanding of system administration and demonstrated practical use of electronic document/records/information management systems (e.g. TechnologyOne ECM)

- Proficiency in using Microsoft Office 2016 or Office 365 (Teams, Sharepoint, Office applications).

- High level of experience in the use of computer application systems especially databases, spreadsheets and sophisticated word processing and desktop publishing software

- Demonstrated ability to improve and enhance business processes and practices, to think corporately and to take appropriate action to follow up and resolve problems

- Proven experience in the preparation and delivery of training, in both one-on-one and group situations, and the development of supporting procedural documentation

- Strong conceptual and analytical skills combined with creativity and a high level of innovation and demonstrated ability to set priorities, meet deadlines and work within established parameters

Desirable:

- Broad understanding of the structure and various functions of local government

- Experienced in the Administration of the Civica Authority System

- A background in identifying organisational weaknesses and the subsequent development of corporate systems and procedures to improve productivity and customer service

- Ability to record and maintain accurate information within a Corporate Information Management System in accordance with established organisational procedures and protocols

- Understanding of Work Health and Safety issues in the workplace and EEO principles

Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

Hours:	140 hours over a 4 week period across a 7 day spread of hours
Status:	Full-time
Qualifications:	Degree in business administration, information technology or information management
Experience:	At least 4 years' experience as a systems analyst or special projects officer in a business, IT or information management field
Commencing Salary / Range:	Group G Council Salary System plus Superannuation Band 3, Level 3
Position Approved By:	Director Corporate Services
Approved Date:	February 2021

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed)……………………………………………………………………..

Employee's Signature ……………………………………………   Date………………………….