

Position Description

Senior Business Systems Administrator



Position Title	Senior Business Systems Administrator	Role ID	ITSSA1
Division	Corporate Services	Unit	Information Technology
Job Grade	7	Award	35
Reports To	Team Leader - Client Solutions		
Revised/Created	January 2020 – Template updated		

Primary Objective

- Ensure that Council has in place effective Property and Rating, Request Management, Financial, Records Management, Human Resources and Works and Assets business application software, utilising secure, accurate data ensure maximum availability and utilisation of these systems and ensuring that appropriate backup and disaster recovery procedures are in place.
- Facilitate the coordination between clients and software suppliers to ensure the successful resolution of functional issues.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

CORPORATE SERVICES

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations, finance, revenue, information technology, GIS and integrated planning and reporting.

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The Division supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

Information Technology Unit

The Information Technology Unit is responsible for all information technology, and geographic information systems affecting Council's operations.

A Help Desk function is staffed during Council's regular office hours to provide direct assistance to staff. A specialist GIS team supports Council's geographic information systems infrastructure and provides GIS application knowledge, training and assistance to Council's operating units. Other specialist teams support Internet, Intranet and Network-based systems and IT infrastructure. Business Systems Analysts provide business process re-engineering, applications development, product support and business solutions assistance to staff.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position is responsible for motivating and interacting positively with staff at all levels within the organisation to gain cooperation and assistance for the successful implementation and administration of Council's core business applications. These currently include Technology One's Property and Rating, Ci Financials, ECM Information Management and iChris HR and Payroll business applications.

The position also facilitates the coordination between clients and software suppliers to ensure the successful resolution of functional issues. The position is required to apply appropriate principles and techniques associated with database administration, particularly in the SQL and MS Access environments.

The position administers and maintains action requests registers and follows up outstanding issues.

This is a position of integrity and personal responsibility. As this position will have access to sensitive data within all systems a high level of personal ethics and trust and maintaining confidentiality is essential. The position uses Council's Information Management Software (ECM) to comply with organisational requirements for document registration and management.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

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The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
<p>1. Business Systems Administration, Support and Analysis</p>	<ul style="list-style-type: none"> • Create and maintain systems user accounts. • Configure and maintain systems security settings. • Coordinate support services including system upgrades required for the Technology One and iChris application environments. • Develop, implement and monitor business systems workflow processes. • Actively participate as a member of Council's internal software users groups. • Liaise with system operators in the design and execution of application test and training plans. • Install and configure systems client applications. • Advocate for system enhancements. • Liaise with software vendors to ensure appropriate migration strategies are in place to allow for the installation of patches and the upgrade to new versions/systems. • Provide systems and end-user advice, technical support and guidance as needed. • Implement test and beta environments and ensure relevant release notes and UAT is completed before going 'live' with enhancements or upgrades. • Liaise with management and staff to gather, map, analyse, and understand functional business processes, systems functionality and produce recommendations detailing solution options to business system issues.
<p>2. Database Administration Support</p>	<ul style="list-style-type: none"> • Support and maintain user access to mission critical applications data. • Develop and review standards to ensure quality control procedures are followed to maintain data integrity. • Assist with the support and maintenance of SQL database applications. • Write SQL scripts to retrieve business system data. • Assist with the development and implementation of system backups and disaster recovery procedures. • Perform other related duties as assigned.

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3. Issue/Problem Resolution	<ul style="list-style-type: none">• Resolve complex application problems using analysis of information to ensure the continuity of the business system.• Perform independent technical and non-technical research and documentation.
4. Communication and Collaboration	<ul style="list-style-type: none">• Communicate and work productively with others to achieve organisational goals and objectives.• Develop, maintain and implement technical operating documentation and work procedures to ensure consistency in operation and their continued improvement.• Prepare and deliver reports, recommendations, or alternatives that address existing and potential problem and risk areas.• Collaborate in the planning, design, development, and deployment of new applications, and enhancement of existing applications.• Communicate regularly with internal/external technical and operational staff, to ensure application integrity and security is maintained.• Establish and maintain quality staff/client relations.• Conduct training with appropriate Information Systems staff to ensure the transfer of knowledge of business system administration tasks/procedures.
5. Project Management	<ul style="list-style-type: none">• Independently work with project stakeholders to define a manageable and achievable project scope.• Develop and maintain a risk management system to enable effective management and communication of risk events, responses and results to project performance management.• Define, plan and control project schedules.• Develop quality management techniques as the basis for project management performance.• Coordinate and lead project teams to ensure work is conducted effectively throughout the project life cycle.• Determine project resourcing requirements and competencies for individual tasks.• Communicate with project stakeholders and sponsors for the purpose of ensuring that project scope, risk mitigation, quality management and resourcing requirements are agreed and accepted.

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<p>6. Strategic Development</p>	<ul style="list-style-type: none">• Undertake personal professional development to stay current with the demands of the position.• Lead and participate in projects as directed.• Research new technology options relating to Council's systems.
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The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- All staff within the Information and Technology Unit.
- Executive and Operational Management.
- Key Internal user groups such as the ECM User Group, Works and Assets Committee, Request Management Committee/Contact Centre, iChris User Group.
- Key stakeholders/internal users.

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External Relationships

- Technology One and iChris as the application vendors.
- Service Providers/ Contractors/ Consultants.
- Other Local Councils.
- User Groups and other organisations utilising the Technology One and iChris suite of products.
- General Public.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. Degree in Information Technology, Computing Science, or related discipline, or demonstrated extensive industry experience as the primary officer responsible for administering local government core applications.
2. Demonstrated knowledge and experience in the field of customer service relating to Information Technology.
3. Demonstrated experience in the field of Information Technology with extensive knowledge of database technologies.
4. Demonstrated knowledge and experience in providing technical advice in software applications including:
 - Ability to be innovative and think strategically and laterally
 - Proven delivery of innovative and creative solutions that provide positive business benefits
 - Ability to analyse user requirements and participate in the development and enhancement of software applications.
5. Demonstrated knowledge and experience in applications administration and support including:
 - Ability to perform application administration tasks.
 - Ability to train and provide professional advice to technical and non-technical staff.

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- Ability to use standard query languages to interrogate a variety of data stores.
 - Ability to perform at an advanced level.
 - Ability to recognise and promote efficiency gains and business process improvements through embracing new technologies or enhancements to existing business systems.
6. Demonstrated knowledge and experience in project management including:
- A strong service ethos with good project management and stakeholder management skills.
 - Ability to successfully collect, analyse and present information in a usable format.
 - Ability to clearly communicate ideas and information.
 - Ability to plan and organise activities.
 - Ability to work with others in teams.
 - Ability to solve complex problems.
 - Ability to provide innovative use of technology.
 - Ability to implement and use project management tools and resources.

Desirable:

7. Demonstrated knowledge and experience in a Local Government environment.
8. Demonstrated experience with a range of Technology One and or iChris applications.
9. Knowledge of GIS applications and the benefits of integration to other core applications.

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Adept
Display Resilience and Adaptability	Adept
Act with Integrity	Adept
Demonstrate Accountability	Adept
Relationships	
Work Collaboratively	Adept
Communicate with a Customer and Community Focus	Adept
Influence and Negotiate	Adept
Results	
Plan and Prioritise	Adept
Think and Solve Problems	Adept

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Deliver Results	Adept
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A