

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Business System Analyst	DIRECTORATE: Corporate Strategy & Performance	DATE: August 2019
REPORTS TO: Coordinator Business Systems	SERVICE UNIT: Customer & Information Services	LEVEL: 8
POSITION NUMBER: CS32004+ / 3065	SUB UNIT: Business Systems	ROLE FOCUS: Advice
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The Corporate Strategy & Performance Directorate addresses the full range of functions dealing with running the organisation. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards, good governance from procurement to Council processes, well managed resources from people to finances to properties and deliver sound plans for long term financial sustainability.

POSITION CONTEXT

Under broad supervision of the Coordinator Business Systems, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; vendors and suppliers; and City Leaders and employee.

The Business Systems Analyst is focused on achieving maximum return from the City's business information systems. The post-holder requires the ability to engage with a variety of customers and stakeholders and an innovative approach to business improvement.

This role may work outside of normal business hours or on call to support the delivery of service unit activities.

A challenging aspect of the role is undertaking accurate and consistent work within a dynamic environment with regular interruptions and changing and competing priorities within tight timeframes.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Analyse, design, document and implement business information systems that support the achievement of the City's objectives, ensuring efficient integration and optimisation of enterprise systems.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS OUTCOMES

Collaboration & Teamwork

- Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.
- Thinks critically and actively collaborates with colleagues and Leaders.
- Contributes to the development of business improvement initiatives.

Customers & Stakeholders

- Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.
- Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
- Builds and maintains effective relationships with users, technical staff and stakeholders to determine and resolve issues.

Efficient & Effective Delivery

- Maintains the City's enterprise business systems, including but not limited to upgrades, patches and hotfixes, in accordance with established processes and procedures, ensuring business continuity and availability of ICT systems
- Gathers, analyses and documents business and system requirements for the implementation of business solutions, ensuring fitness for purpose as well as alignment to business objectives.
- Maps, analyses and reviews business processes, utilising process improvement methodologies, identifying alternative solutions, assessing feasibility and recommending new approaches that align with business needs.
- Develops and implements solution designs, based on business and functional requirements that aligns with business needs and optimises enterprise systems.
- Develops user test cases and system integration testing, ensuring that test outcomes are appropriately documented and issues managed.
- Provide advice and guidance to customers and stakeholders on technical issues and solutions.
- Prepares reports in functional area or activity tailored to the needs of the audience.
- Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.
- Proposes innovation and business improvement initiatives within area of accountability activity.

Systems & Processes

- Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.
- Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.
- Contributes to the development of processes and procedures that support the work of the Service Unit.
- Applies a best practice approach to gathering, analysing and reviewing business systems and customer requirements ensuring the business needs are well articulated and captured.

Resources,
Governance,
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Information Systems or relevant experience.
- Relevant experience in a similar role within a large organisation.
- Experience with enterprise business systems.
- Advanced experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Advanced computing, numeracy and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
- Intermediate customer service skills.
- Advanced communication and problem-solving skills.
- Advanced research and analysis skills.
- Knowledge of process improvement methodologies.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Manager Customer & Information Services and Coordinator Business Systems to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Alex Evans

Signature



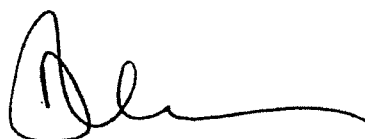
Date

21/6/2019

Next Up Leader Name

Doug Brett-Matthewson

Signature



Date

21/6/2019

