

POSITION DESCRIPTION



Position Title: Business Analyst
Department: Information Systems
Division: Corporate Services
Grade: 9
Approved Status: Permanent full time – 35 hours/week
Last Reviewed: 2017/18
Reviewed By: Manager, Information Systems

1. Objectives of Position

- 1.1. To assist in the implementation and alignment of Council's business processes and IT systems
- 1.2. To identify, develop, implement and monitor improvements to business processes
- 1.3. To promote and encourage the adoption of new technology, business processes and continuous improvement
- 1.4. To provide support to staff including the provision of training in improved business processes

2. Key Accountabilities

2.1. Technical/Operational

- 2.1.1. Identify opportunities, implement and review options to improve the efficiency of Council's business processes and workflows.
- 2.1.2. Identify and assist with the implementation of process change to provide efficiencies in the use of Council's information systems.
- 2.1.3. Assist in the development and delivery of training and related materials supporting the implementation of new business processes and when appropriate, Information Systems.
- 2.1.4. Research the functionality of various components of the Information System and provide consistent accurate and timely advice to the Coordinator, Business Systems on potential process improvements through maximising the functionality of such systems.
- 2.1.5. Encourage and promote the adoption of new technology, business processes and continuous improvement

2.2. Communication, Consultation & Engagement

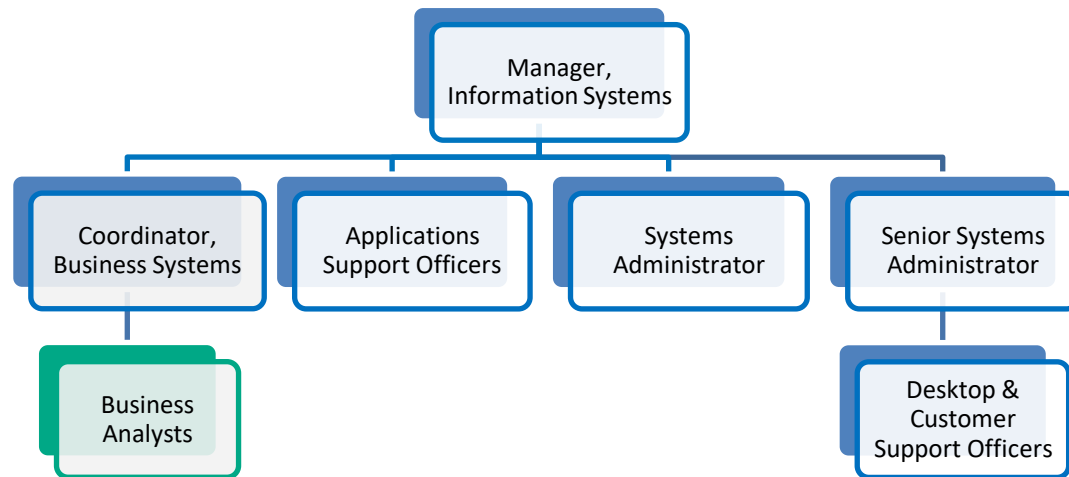
- 2.2.1. Liaise with Council's Senior Management team and appropriate Council Officers to determine their information and functional requirements in relation to business processes and Council's IT systems.
- 2.2.2. Liaise with Council's IS technical team and software providers to plan, coordinate and implement information system upgrades to efficiently align with business processes.

2.3. General

- 2.3.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.

- 2.3.2. Collaborate and communicate with Information Systems team members to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- 2.3.3. Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- 2.3.4. Carry out additional tasks within your skill set as assigned by Manager, Information Systems.

3. Position/Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Tertiary qualification in a technology related field or other related area **OR** Significant demonstrated experience in building systems/processes critical to business applications in a local government environment
- 4.2. Comprehensive knowledge of Business Information Systems and high level computer literacy
- 4.3. Strong analytical skills including the ability to analyse problems, recommend and implement solutions
- 4.4. Knowledge of the various functional departments of Council and the business system requirements of each
- 4.5. Demonstrated ability to research, analyse and interpret information from a range of sources
- 4.6. Proven ability to manage multiple projects simultaneously and coordinate input from multiple sources to achieve project outcomes
- 4.7. Ability to work independently and as part of a team as required
- 4.8. Strong interpersonal skills with the ability to communicate effectively with people, both verbally and in writing, including the ability to negotiate towards a mutually agreeable outcome
- 4.9. Strong organisational skills and the ability to meet tight deadlines
- 4.10. Current 'C Class' Driver's Licence

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Demonstrated project management experience
- 5.2. Experience with Technology One application suite
- 5.3. Experience providing training to staff in class room environments of up to 8

6. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Supervisor / Manager

Signed: _____ Date: _____
Director / General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Councils policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Corporate Services and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We work together collaboratively, and in support of each other.

8.5. Respect

We treat each other the way we would like to be treated.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Supervisor / Manager

Date: _____