

Position Description: Business System Administrator – HR/Payroll

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

As a Business System Administrator you will manage the technical and functional operation, maintenance and support of Cumberland Council business systems, principally Technology One's HR/Payroll system. You will also be required to support service desk staff to deliver high quality incident and change resolution services. Your tasks will include maintenance of application parameters that control the application functions and provide assistance and support to users so that they may effectively utilise business application systems in the support of their duties.

The position is responsible for complex system analysis, problem resolution, user support and maintenance, along with the development and enhancement of Council's HR/Payroll system.

KEY DUTIES AND RESPONSIBILITIES

Principal Responsibilities

- In a team environment, investigate, analyse and prioritise assigned incidents and service requests for Council business systems. Action requests, resolve problems, manage internal and external service providers and record all actions.
- Carry out routine auditing, monitoring, testing, maintenance and ongoing issue rectification of the system environments, services, functions, data, security and integrations to other ICT systems.
- Provide database administration and support skills throughout the software lifecycle for Council's Corporate IT Systems.
- Work closely with business units across the Council, provide and recommend services to implement system enhancements to meet key business objectives that may be delivered through enhanced reporting, implementation of new functionality and integration of existing systems.
- Coordinate and provide specialist advice regarding administration functions for the Council's HR/Payroll system.
- As part of the IT team, work on IT projects with other Systems Administrators, Business Analysts, Business Systems Trainer, IT Infrastructure & Support team, Payroll, HR, Finance staff and 3rd party system vendors.
- Consultatively analyse and scope routine and minor change requests to improve efficiency and effectiveness, manage the development of solutions and implement all changes by accepted change management and control practices to ensure quality outcomes.
- Develop and maintain system administration documentation, test procedures and outcomes and knowledge base articles to a level that enables system and client service continuity.

- Provide advice, support and assistance to internal and external clients in the development and delivery of business process improvement, significant and major change projects and system related training.
- Work closely with the Corporate Information Systems team in the installation and integration of new and upgraded corporate information systems.

Other Duties

- Make recommendations to the Manager CIS for systems advancement.
- Project manage and schedule corporate systems maintenance and upgrades.
- Prepare clear and detailed documentation with the Business Systems Training Officer for system training manuals as part of system implementation and upgrades.

Child Safe Organisation

Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

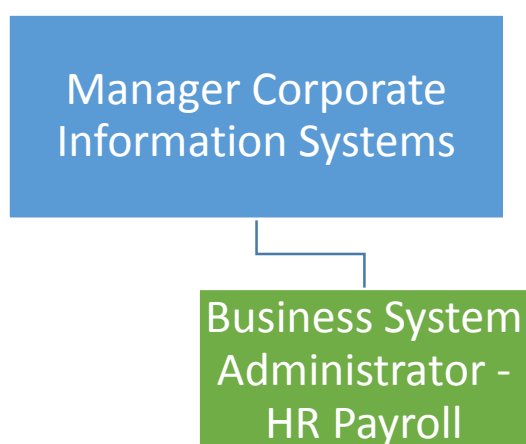
Fraud and Corruption Prevention

Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health & Safety

In accordance with councils WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Tertiary qualifications in Information Technology, or recognised industry qualifications, or at least 5 years equivalent experience.
- Expert knowledge of Technology One's HR/Payroll system administration and relevant application tools and a good understanding of other Technology One applications – Finance, ECM, Property & Rating and Performance Planning.
- Expert knowledge in the relationship and associations between the various modules within the HR/Payroll system.
- Experience in the management of user security profiles and access across Technology One systems.
- Demonstrated experience in software applications support.
- Industry leading skills and proven experience in analysing, designing, modifying and implementing system solutions.
- Knowledge and experience in providing information and communication technology (ICT) problem and request resolution services to clients.
- High level oral and written communication skills to develop documentation for system enhancements and training manuals, along with the ability to interact effectively with people.
- Strong work ethic with the ability to work under pressure, set priorities, plan and organise workloads and investigate and solve problems with minimal supervision and good attention to detail.
- Ability to work as an effective team member and establish and maintain business relationships with internal staff and external service providers.
- Ability and enthusiasm to provide high quality customer service to develop and follow standardised processes to ensure quality outcomes.
- Previous local government experience is essential.
- Previous ERP implementation experience is beneficial.

Desirable

- Local Government Award Knowledge.
- Excellent organisational skills with a focus on quality and innovation.

Employment Screening Required

- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles
- ☐ Working With Children's Check
- ☐ Police Check
- ☐ Financial Checks



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook

Position & Est Number	SP-FD-15 EST0025
Classification	Grade 17
Job Function Group:	Professional
Reports to:	Manager Corporate Information Systems
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

[Insert Employee Name]

Employee signature



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