Position Description

Business Solutions Analyst

Name of appointed officer: Vacant
Date of appointment:
Date of last review of position description: October 2017

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 3 Level 2
Position limit within salary system: (20 Grade structure)	Grade 11 - Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	70

Organisational relationships

Directorate:	Corporate & Governance
Section/Unit:	Information & Corporate Systems
Team:	Information Services
Work base:	Grafton or Maclean as appropriate to the position
Position responsible to:	Team Leader Corporate Systems
Level of support and supervision:	Low
Level of personal management	High
Level of teamwork required:	High
Supervision of staff:	Nil
Internal contacts:	All staff within Council
External contacts:	Contact with the public, organisations, contractors and consultants

Vision, mission and values	
Our vision:	To make the Clarence Valley a community full of opportunity
Our mission:	To plan and deliver services valued by the community
Our values:	the acronym **'STRIVE'** describes the values and behaviours which are considered to be core requirements when we deal with each other and our community

Our Values and Behaviours

Safe
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.

Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate

Teamwork
We will work together as one council towards shared goals and for the greater good of the community.

Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"

Respect
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.

Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip

Integrity
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.

Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others

Value
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment

Engagement
We will engage with our staff and community to inform our decision making, and create awareness of our activities.

Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Prolonged periods of sitting

Frequent use of computer keyboard

Purpose of the position

To assist the Manager Information & Communication Services ensure corporate information technology systems meet user requirements and integrate with third party software.

Assist the Manager Information & Communication Services deliver business improvement projects and training to achieve optimum functionality of Council's corporate systems software applications in compliance with the Information Services Strategic Plan.

To assist the Manager Information & Communication Services with maintenance of Council's Information Services policies and strategic plans.

To drive Information Services projects and ensure they are delivered on time and to a high standard.

Major duties and responsibilities

Audit and maintain corporate information technology systems.

Liaise with system module owners to maintain data integrity, module integration and system functionality.

Corporate system functionality:
- Investigate system problems reported by users, document and resolve with internal/external suppliers.
- Investigate system features as required by users, test, make recommendations and implement changes as required in consultation with module owners.
- Prioritise system related problems and achieve minimum disruption to daily processing.

Corporate system reporting (internal and statutory):
- Ensure Council's main reporting tools are available to users daily;
- Maintain, support and improve existing reporting systems;
- Develop and implement special purpose reporting systems;
- Ensure availability and integrity of data required for annual statistical and financial reports and to meet auditing requirements.

Corporate system testing and acceptance of new systems and systems upgrades:
- Assist the Manager Information & Communication Services with the development of complete testing procedures to ensure new software and upgrades comply with Council requirements (this may need to take place during system down time);
- Assist the Manager Information & Communication Services to review implementation plans and procedures for installation of all new and upgraded corporate systems to ensure compatibility with existing software and systems.

Major duties and responsibilities

Corporate system training and support

- Train and support users of corporate systems;
- In conjunction with module owners develop and document system procedures
- Develop and deliver training packages for corporate systems

Assist the Manager Information & Communication Services with the review of third party software currently operating outside Council's Corporate systems with a view to integration of the software to achieve operational efficiencies with Council's corporate systems.

Assist the Manager Information & Communication Services with maintenance, compliance and auditing of corporate system security.

Assist all corporate systems support staff as required to ensure the section functions efficiently and provides a high level of service to management, community and staff.

Assist the Manager Information & Communication Services with development of Council's 10 Year Information Services Financial Plans.

Keep abreast with changes to Local Government, industry and commercial standards and ensure Council's compliance with these standards as they relate to the Corporate Systems.

Assist the Manager Information & Communication Services to ensure data integrity and functionality is maintained between all Corporate Systems.

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Degree in a relevant field; or equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Experience

Demonstrated experience and understanding of implementation, integration and maintenance of corporate information technology systems

Demonstrated experience in corporate information technology system planning

Position related skills

Demonstrated well developed data analysis skills

Demonstrated well developed written and verbal communication and interpersonal skills

Extensive specialised skills in the practical application of information technology systems

Advanced computer literacy, including the ability to produce complex data reports utilising Intermediate Microsoft Excel

Demonstrated project management skills

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Licences/tickets, clearances, membership

Eligible for membership to an appropriate professional body or Australian Society

Experience

Demonstrated understanding of process analysis

Demonstrated experience in the development and/or delivery of business systems training

Position related skills

Demonstrated well developed report writing skills

Ability to interpret and implement legislative requirements of the position

Other features of this position may include

After hours work may be required in order to undertake testing procedures

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I, ...
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: ....   Date ....

Employee