



Position Description	
Business Solutions Analyst	
Name of appointed officer:	Vacant
Date of appointment:	
Date of last review of position description:	June 2017

1.	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 week:	35

2.	Organisational relationships	
	Directorate:	Corporate
	Section:	Information & Communication Services
	Unit/team:	Information Services
	Work base:	Grafton or Maclean as appropriate to the position
	Position responsible to:	As appropriate to the position
	Level of support and supervision:	Low
	Level of personal management:	High
	Level of teamwork required:	High
	Supervision of staff:	Nil
	Internal contacts:	All Sections of Council
	External contacts:	Contact with the public, organisations, contractors and consultants.

3.	Physical demands of the position
	Frequent use of computer keyboard
	Prolonged periods of sitting

4.	Purpose of the position
4.1	To assist the Manager Information & Communication Services ensure corporate information technology systems meet user requirements and integrate with third party software.
4.2	Assist the Manager Information & Communication Services deliver business improvement projects to achieve optimum functionality of Council's corporate systems software applications in compliance with the Information Services Strategic Plan.
4.3	To assist the Manager Information & Communication Services with maintenance of Council's Information Services policies and strategic plans.
4.4	To drive Information Services projects and ensure they are delivered on time and to a high standard.

5.	Major duties and responsibilities
5.1	Audit and maintain corporate information technology systems.
5.2	Liaise with system module owners to maintain data integrity, module integration and system functionality.
5.3	Corporate system functionality: <ul style="list-style-type: none"> 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.
5.4	Corporate system reporting (internal and statutory): <ul style="list-style-type: none"> 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.
5.5	Corporate system testing and acceptance of new systems and systems upgrades: <ul style="list-style-type: none"> 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.

5.	Major duties and responsibilities
5.6	Corporate system training and support <ul style="list-style-type: none"> • Train and support users of corporate systems; • In conjunction with module owners develop and document system procedures.
5.7	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.
5.8	Assist the Manager Information & Communication Services with maintenance, compliance and auditing of corporate system security.
5.9	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.
5.10	Assist the Manager Information & Communication Services with development of Council's 10 Year Information Services Financial Plans.
5.11	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.
5.12	Assist the Manager Information & Communication Services to ensure data integrity and functionality is maintained between all Corporate Systems.

6.	Essential criteria
	<i>Applicants must address each of the individual criteria listed below in their application</i>
6.1	Education and knowledge
6.1.1	Degree in a relevant field; or equivalent relevant industry experience
6.2	Licences/tickets, clearances, membership
6.2.1	Current Drivers Licence
6.3	Experience
6.3.1	Demonstrated experience and understanding of implementation, integration and maintenance of corporate information technology systems
6.3.2	Demonstrated experience in corporate information technology system planning
6.4	Position related skills
6.4.1	Demonstrated well developed data analysis skills
6.4.2	Demonstrated well developed written and verbal communication and interpersonal skills
6.4.3	Extensive specialised skills in the practical application of information technology systems
6.4.4	Advanced computer literacy, including the ability to produce complex data reports utilising Intermediate Microsoft Excel
6.4.5	Demonstrated project management skills
6.5	Work qualities
6.5.1	Demonstrated commitment to the achievement of organisational goals and objectives

7.	Desirable criteria
	<i>Applicants must address each of the individual criteria listed below in their application</i>
7.1	Licences/tickets, clearances, membership
7.1.1	Eligible for membership to an appropriate professional body or Australian Society
7.2	Experience
7.2.1	Demonstrated understanding of process analysis
7.3	Position related skills
7.3.1	Demonstrated well developed report writing skills
7.3.2	Ability to interpret and implement legislative requirements of the position

8.	Other features of this position may include
	After hours work may be required in order to undertake testing procedures

9.	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.

10.	Declaration
<p>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.</p>	
<p>Signed: Date:</p> <p style="text-align: center;"><i>Employee</i></p>	
<p>Signed: Date:</p> <p style="text-align: center;"><i>Manager Human Resources</i></p>	