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| **Position Details** |
| **Business Entity** | Kaplan Australia | **Department** | IT |
| **Job Title** | Business Systems Consultant  | **Location** | Sydney or Melbourne  |
| **Reports To** | Director, Business Systems | **Direct Reports** | 0 |

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| **Overall Purpose** |
| The Business Systems Consultant is responsible for assisting in the administration and support of business systems for the Kaplan campus businesses, whilst providing advice and solutions to ongoing requests. Systems include, but are not limited to, Salesforce, EduPoint and CELCAT. |

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| **Key Responsibilities** |
| **Business Systems Support** 1. Coordinate and assist with user setup in accordance to profile/role requirements
2. Ensure any changes in systems is completed in accordance to IT governance and considers impact on other business units
3. Updating systems as required in accordance to business requirements, including but not limited to:
4. Updating of new product – courses, subjects, other products
5. Updating of financial requirements – annual fee reviews
6. Adding additional templates/reports/dashboards
7. Creating and maintaining documentation on processes, policies, application configuration and help related materials for users as applications are developed
8. Engage in change communication to ensure users are aware of outages, updates or any changes that may impact them
9. Ensure requests are logged and responded to within determined SLA’s
10. Gather reporting requirements from business and assist in the development of reports to meet requirements
11. Gather requirements from the business to enhance business process or meet new business requirement
12. Monitoring of requests to identify business/process improvements that can be implemented
13. Provide support & new process training for business users
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| **Contribute to a supportive, positive and safe workplace*** Compliance with all company policies and procedures including WHS legislation requirements
* Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health
1. Being a productive member of the Kaplan team by displaying the Company values through your day to day role
* Adherence to Company Policy and Procedure
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| **Qualifications and Skills** |
| **Essential*** Experience in planning and logistics, preferably in an education/training environment
* Ability to communicate with a broad range of stakeholders
* Substantial experience with database systems and statistical reporting
* Understanding of RTO and HE governance requirements
* Certification in Salesforce Administration
* Advanced Microsoft office
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Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_