# POSITION: Business Systems Analyst / Project Officer

CLASSIFICATION: Band 7

EMPLOYMENT STATUS: Ongoing Full Time

**THE ORGANISATION**

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment.  We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities.  Our values are present in what we do and how we do it.  With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating ‘a great place for us’.

**Click** [**HERE**](http://www.southgippsland.vic.gov.au/downloads/file/443/organisational_structure_-_as_at_1_july_2015pdf) **to view Council’s entire organisation chart**

**THE POSITION**

The Business Systems Analyst will facilitate and provide Project management to business transformation and improvement projects that enable efficient, digital and customer focused services to enhance service delivery and reduce costs.

The Innovation & Technology Department is responsible for the delivery of high-quality Information Technology, Business Improvement, and Corporate Information Management to the staff, residents and councillors of South Gippsland Shire Council. This position fits within the Information Services Team which is responsible for delivering improvement and transformation initiatives and works closely with fellow Information Services (IT) Team members and key stakeholders to translate business problems into innovative solutions while providing great service to the team’s customers.

The key responsibilities of this role include –

* Elicits business requirements and translates these into technical solutions.
* Develops and maintains process and workflow documentation.
* Identifies and recommends process improvement opportunities and re-design.
* Develop, configure and document business system solutions to enhance business process and the customer experience through on-line digital platforms.
* Assist and support the core functional systems administration of corporate systems.
* Provide business analysis and project management to assigned projects through the entire project lifecycle from project initiation through to customer signoff of all deliverables, including delivery on-time, to scope and within budget.
* Builds highly-effective relationships with stakeholders.
* Fosters a culture of sustainable improvement, finding ways to improve monitoring, discover issues and deliver better value to the customer.

Please follow the links provided for further information on:

* South Gippsland Shire Council [www.southgippsland.vic.gov.au](http://www.southgippsland.vic.gov.au)
* South Gippsland region [www.visitpromcountry.com.au](http://www.visitpromcountry.com.au)
* Gippsland region [www.visitvictoria.com/Regions/Gippsland](http://www.visitvictoria.com/Regions/Gippsland)

To seek further information on this position, or to discuss this employment opportunity further, please contact Nigel Yarranton, Manager Innovation & Technology

(03) 5662 9200.

**ROLE REQUIREMENTS AND RELATED COMPETENCIES**

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| Accountability & Extent of Authority | |
| Band 7 (Generic) | Role Specific |
| * Resource management – freedom to act set by policies, objectives & budgets, regular reporting * Specialist advice to or regulate clients – freedom to act subject to professional and regulatory review * Have input into policy development * Develop, maintain, and implement business continuity and disaster recovery strategies and solutions, including risk assessment, and business impact analysis for the business unit plans you have responsibility for. | * Responsible for the successful implementation of delegated projects approved through Council’s Project Governance. * Authorised to provide advice regarding Council’s corporate applications. The impact of decisions and the calibre of advice given will have a significant effect upon Councillors, Council staff and members of the community, or upon the public perception of the wider organisation, particularly in regard to service delivery and information management. * Undertake work of an investigative, analytical or creative nature, the freedom to act is generally prescribed by the Manager Innovation & Technology, Director Performance and Innovation and/or the CEO and governed by adherence to various State and Federal Acts or Regulations. * Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation. * Developing recommendations regarding the allocation of resources. * Exercising judgment in prioritising the workload undertaken and be responsible for managing time accordingly. * Achievement of the performance plan, the business plans and budget commitments. * Plan and deliver relevant projects. * Authorising expenditure within the limits set in the annual budget and in accordance with Council’s procurement policy and delegations * Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council. * Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk. * Authorised to provide advice regarding Council’s applications. * Freedom to act is limited by standard guidelines, set budgets, standards and procedures but with scope to recommend proposed resources to enable a project to be undertaken. * High level of ethical awareness in relation to confidential & private information. * Authority to initiate the development of procedures and processes. * Develop, maintain, and implement business continuity and disaster recovery strategies and solutions, including risk assessments, and business impact analyses for the business unity plans you have responsibility for. |

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| Judgement & Decision Making | |
| Band 7 (Generic) | Role Specific |
| * Essentially problem solving in nature * Guidance not always available within the organisation | * The prime responsibility of this position is in analysis and development of technical and business solutions to corporate requirements. * The primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made. * Solve problems in an environment where guidance may not always be available within the organisation. * Make decisions regarding proposals for relevant projects and activities in consultation within the Information Services Coordinator and Manager Innovation & Technology. * Make independent decisions in accordance with established policies, procedures and legislation. * The incumbent is required to exercise judgement and adaptability in evaluating and deciding on appropriate methods for achieving objectives and in reviewing and recommencing improvements to methods, procedures and practices. Judgement and responsiveness are required in making effective decisions. |

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| Specialist Knowledge & Skills | |
| Band 7 (Generic) | Role Specific |
| * Proficiency in the application of a theoretical or scientific discipline – in search of solutions to new problems/opportunities * Analytical & investigative skills in policy formulation * Knowledge & familiarity of principles & practices of budgeting & accounting/financial procedures * Understanding of long-term goals of wider organisation | * Skills in the development and configuration of business software solutions. * Understand Systems Development Lifecycle (SDLC) and information system frameworks to support best practice service delivery methodologies. * Skills and knowledge in change management relating to IT systems, workflow and business process. * Understand relational databases and proficiency in methods and tools used to interrogate and extract information from databases. * Possess skills in process analysis, problem solving and documentation. * Ability to implement new technologies and enhanced business practices. * Understanding of quality assurance in a technology environment. * Understanding of Continuous Improvement in a corporate context. * Proficiency in applying knowledge of relevant IT Systems and associated training to staff. * Knowledge of contemporary project management methodologies and well-developed project management skills. * Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities. * Understanding of the long-term goals and policies of the team and wider organisation. * Ability to provide coordination of numerous, concurrent activities. * Understanding of relevant policies, procedures and systems. * An appreciation of the long goals of Council and the Innovation and Technology Team. * Ability to communicate with all members of the organisation in a professional manner and with discretion, tact and patience. * Well-developed administrative skills, verbal and written communication skills and the ability to maintain a high level of attention to detail. |
| Management Skills | |
| Band 7 (Generic) | Role Specific |
| * Achieve objectives despite conflicting pressures * Able to implement personnel policies & practices incl. Awards, EEO & OHS policies, recruitment & selection procedures & techniques, position descriptions & staff development schemes * Contribute to long term staffing strategies | * Ability to manage own time effectively and set priorities despite conflicting pressures. * Ability to adapt to changes in the work area. * Experience in budget preparation and monitoring/reporting of expenditure. * Ability to manage and motivate staff performance including setting and monitoring personal and team priorities and objectives, to achieve team goals. * Understanding of, and ability to implement personnel practices including equal opportunity and health & safety, training and development. * Ability to identify key opportunities and develop and implement strategies to achieve objectives and goals. * Understanding of, and ability to implement personnel practices including equal opportunity and health and safety, training and development. * Ability to make decisions and problem solve in occasionally complex situations. * Ability to work independently and show initiative as well as effectively in a team environment. * Ability to work effectively with professionals and other staff in the organisation. * Ability to positively respond to changing demands. |

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| Interpersonal Skills | |
| Band 7 (Generic) | Role Specific |
| * Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems * Motivate & develop employees | * The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team. * Excellent customer service skills. * Highly developed written and oral communication skills, time management skills and the ability to maintain a high level of attention to detail. * Strong interpersonal skills (essential) and ability to work in a team environment. * Advanced communication, negotiation and conflict management skills. * The ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with colleagues to resolve intra-organisational issues. * The ability to influence and gain co-operation and assistance from employees and key stakeholders in the administration of broadly defined activities. * Ability to lead and influence others with skills to motivate, coach and mentor in order to achieve agreed outcomes. * Ability to promote and effectively manage change to the organisation in relation to business initiatives. * Demonstrated problem solving skills. * Strong customer focus. * Ability to discuss and resolve problems – internally and externally. * Demonstrated ability to work within a multi-disciplinary team. |

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| Qualifications & Experience |
| * Tertiary qualifications, post graduate desirable, in a Business Systems / Computer Science or related field with significant relevant experience, or lesser qualifications with extensive experience in Corporate Systems design and development including on-line platforms for Customer Engagement. * Demonstrated experience in project and change management. * Demonstrated extensive experience in business analysis, business process modelling and change management. * Demonstrated experience in the development and configuration of business software solutions, preferably experienced in Waterfall and Agile development environments. * Demonstrated experience in VSM (Value Stream Mapping) and LEAN methodology. * Demonstrated experience in providing user support, business systems maintenance and administration. * Demonstrated experience in relational database interrogation techniques for reporting and analytics, including proficiency in Structured Query Language. * Experience working on projects with automated deployments and short release cycles. * Experience managing IT projects in a corporate or similar setting, with a focus on budget and schedule/time management. * Experience engaging with internal and external stakeholders including, contractors, suppliers and other third parties. * Well-developed communication, negotiation and conflict management skills. * Current Victorian Driver’s Licence. |

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| Role Specific Selection Criteria |
| * Tertiary qualifications, post graduate desirable, in a Business Systems / Computer Science or related field with significant relevant experience, or lesser qualifications with extensive experience in Corporate Systems design and development. * Demonstrated experience in project and change management. * Demonstrated experience in VSM (Value Stream Mapping) and LEAN methodology. * Demonstrated extensive experience in business analysis, business process modelling, problem solving and documentation. * Demonstrated extensive experience in the development, deployment and management of business software solutions and on-line digital service platforms. * Demonstrated experience engaging and managing internal and external stakeholders. * Demonstrated highly developed written and oral communication skills, negotiation and conflict management skills and time management skills. * Demonstrated commitment to a customer service culture and delivery of quality service. * Ability to work remotely (home based office) if required due to COVID19 risks and restrictions. |