

# Position Description

<b>Position title</b>	Business Services Application Officer
<b>Reports to</b>	Senior Business Services Officer
<b>Direct Reports</b>	N/A
<b>Department</b>	Office of the Chief Operating Officer
<b>Classification</b>	Level 4 Local Government Officers'
<b>Last Review Date</b>	August 2017

## Position Summary

This Business Services Application Officer position is responsible for providing;

- The day-to-day application support activities to business users;
- Identifying project/system improvement opportunities;
- Capturing business area requirements to enable recommendation of suitable solutions;and
- Providing advice on and undertaking system administration and configuration management in line with organisational and industry best practices.

Strong relationship building and communication skills are essential, as this position will require constant negotiating with business stakeholders to attain the best outcomes for a consistent approach across Council as well as build autonomy within business units by transferring configuration skills to key users and providing end user training on system implementations and improvements.

## Position Specific Accountabilities

- Gather requirements for business improvement related projects and provide advice on recommended improvements to business workflows to gain efficiencies.
- Assist with the delivery of system improvement projects.
- Provide second level application support and liaise with vendors for third level support and to gain and understanding limitations of software packages.
- Coordinate the implementation and configuration of new systems or application to improve workflows, workloads and promote efficiencies.
- Prepare technical documentation in support of all system configuration changes.
- Support organisation wide systems adoption through creation of training material and delivery of end user training.
- Transfer system configuration skills to key users in order to build autonomy within business units.
- Facilitate the delivery of revision testing and user acceptance testing include the development of associated project documentation.
- Analyse any problems that may arise during software development or user acceptance testing and guide the rectification of these faults.

## Organisation Responsibilities

- Model the highest standard of ethical and professional behaviour and act with integrity and confidentiality whilst representing Council internally and externally.
- Adhere to all relevant legislative frameworks, rules, Council policies and guidelines.
- Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- TRC's Safety Management System - SAFE PLAN, TRC's Code of Conduct, Council's Local Laws, Values and Behaviours, the *Local Government Act 2009*, Anti-discrimination and Privacy legislation; Purchasing and Procurement; and
- Comply with all Workplace Health & Safety legislation, and other relevant policies, procedures and legislation.
- Follow reasonable directives to maintain critical business activities in the event of an unplanned disruption, including but not limited to a disaster.
- Other responsibilities as reasonably expected.

## Selection Criteria

### Essential

1. Demonstrated experience in undertaking system configuration activities in a quality controlled environment.
2. Ability to use initiative and work collaboratively with stakeholders to undertake business analysis and identify timely and effective process and system improvements for consideration.
3. Demonstrated experience in project lifecycle activities.
4. Sound knowledge in Change Management techniques and principles.
5. Demonstrated excellent communication skills (written and oral) and the ability to produce concise written reports, training material and facilitate business engagement.

### Qualifications

- Tertiary qualifications in Business, Local Government or other relevant disciplines.

## Position Specific Conditions

- Due to the delegation level of this position a criminal history check is required as part of the pre-employment screening as well as evidence of skills and qualifications.
- The successful completion of a Pre-Employment Medical Assessment (including drug and alcohol screening) is required.
- The role requires the possession of a current Drivers Licence.

I have read and understood the above Position Description					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	