Position Description

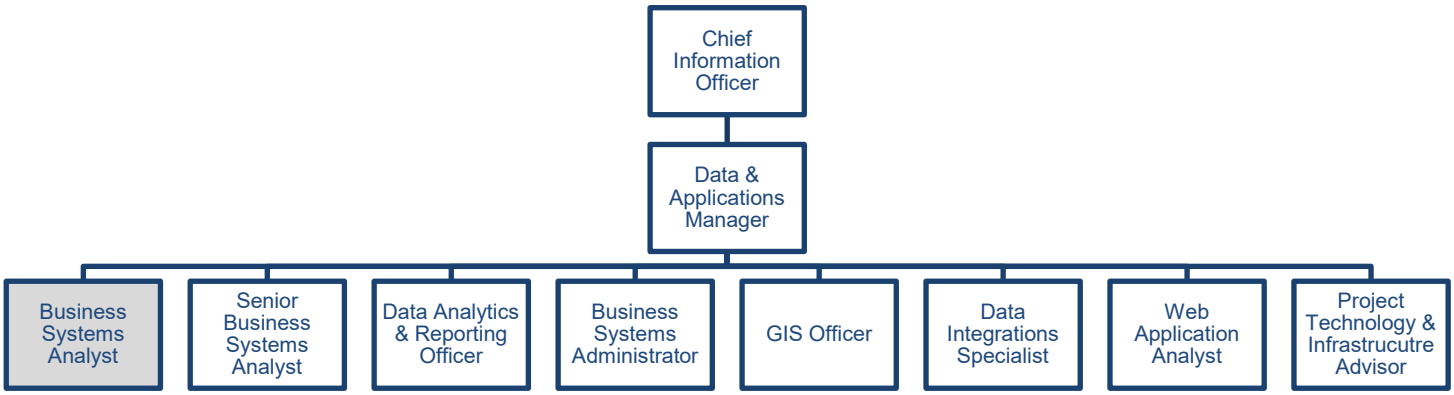
Position Title:	Business Systems Analyst
Position No:	Xxxxx
Position Classification:	Level 6
Status:	Permanent Full Time
Position Revised On:	7/10/2026
Directorate:	Corporate Services
Business Unit:	Business Systems
Service Area:	Information and Communications Technology
Location:	City of Melville Civic Centre
Reports To:	Data and Applications Manager
Reporting Line:	Nil

Primary Purpose

To provide administration, support, maintenance and continuous improvement of the City's business applications and digital systems, ensuring they remain reliable, secure and aligned with operational requirements.

To work collaboratively with internal stakeholders and ICT teams to support business processes, resolve application issues, maintain system integrity, and contribute to the successful delivery of system enhancements, upgrades and digital transformation initiatives

Structure



Principle Accountabilities

Application Support and Administration

- Administer and support the City's business applications and associated systems to ensure operational effectiveness, availability and reliability.
- Investigate, troubleshoot and resolve application-related incidents, service requests and system issues.
- Maintain application configurations, security roles, user access permissions and business rules in accordance with approved standards.
- Support application upgrades, testing, patching and deployment activities.
- Monitor system performance, identify issues and contribute to service improvement initiatives.
- Maintain application documentation, user guides, support procedures and knowledge articles.

Business Process Improvement

- Work with business units to understand operational requirements and identify opportunities to improve business processes through better use of technology.
- Assist in analysing business requirements and translating them into practical system solutions.
- Support the design, testing and implementation of enhancements and workflow improvements.
- Contribute to business process reviews and continuous improvement activities.

Stakeholder Support and Training

- Provide high-quality customer service and application support to users across the organisation.
- Deliver user training, guidance and advice to support effective use of corporate systems.
- Assist stakeholders in understanding system capabilities and utilising applications efficiently.
- Build positive relationships with business users, vendors and ICT colleagues.

Data Governance, Reporting and Information Management

- Support the ongoing application of data governance frameworks, standards and procedures across supported systems and information assets.
- Assist business areas with improving data quality, consistency and accuracy.
- Maintain, support and assist with the development of data models, dashboards, automated reports and business intelligence solutions that provide accurate and actionable information.
- Support corporate performance reporting, regulatory, audit reporting and data validation activities, including investigation and resolution of data integrity issues.

- Assist with the ongoing maintenance of reporting documentation, metadata, data definitions and information management records.

Project and Change Support

- Participate in ICT projects involving business systems, integrations, reporting platforms and digital services.
- Assist with system implementation, configuration, testing, data validation and user acceptance testing activities.
- Support change management activities including communications, documentation and user adoption initiatives.

Governance, Security and Compliance

- Ensure applications are managed in accordance with organisational policies, information security requirements and relevant legislation.
- Assist with the maintenance of audit trails, access reviews and compliance controls.
- Support disaster recovery, business continuity and risk management activities relating to supported applications.
- Contribute to maintaining accurate records, documentation and system inventories.

Organisational Responsibilities

- Work proactively within the organisation to promote and support a strong Safety, Health, Environment and Quality culture.
- Demonstrate behaviours that reflect the City's values and support a customer-focused and collaborative workplace.
- Participate in continuous improvement and quality assurance initiatives.
- Undertake other duties within the scope and level of the position as directed.

Position Specifics

Essential Requirements

- Relevant qualification in Information Technology, Computer Science, Business Systems or a related discipline, or equivalent relevant experience.
- Demonstrated experience supporting and administering enterprise business applications.
- Experience providing application support, troubleshooting system issues and working with end users.
- Experience in application testing, change implementation and system upgrades.
- Understanding of business processes and the ability to identify opportunities for improvement.

- Experience maintaining system documentation, procedures and user support materials.
- Demonstrated analytical and problem-solving skills.
- Effective interpersonal, verbal and written communication skills.
- Ability to prioritise workloads, manage competing demands and work effectively within a team environment.
- Commitment to customer service excellence and continuous improvement.

Desirable Requirements

- Experience supporting enterprise applications such as Pathway, TechnologyOne or similar ERP platforms.
- Experience in local government, public sector or regulated environments.
- Knowledge of business process analysis and workflow design.
- Familiarity with Microsoft 365, Power Platform, integration technologies or reporting tools.
- Understanding of information security, governance and compliance requirements.
- Knowledge of ITIL principles and service management practices

Other

- This position works under general supervision and does not have delegated financial or purchasing authority.
- The position operates within established organisational policies, procedures and ICT standards.
- The position must comply with organisational policies, procedures, the Code of Conduct, workplace health and safety requirements and information security obligations.
- Undertake other duties within the scope and level of the position as directed