



POSITION DESCRIPTION

Position Title	Business Systems Officer
Position Code	1514
Directorate	Corporate & Leisure
Work Group	Customer Digital and Transformation Services
Position Classification	Band 5
Effective Date	December 2023

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues. □
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 Support the development of business solutions in partnership with key stakeholders within the policy, strategy and standards framework.

2. Working Relationships

Reports to	Business Systems Coordinator
Supervisors	N/A

3. Key Responsibilities

- 3.1** Contribute to business analysis activities to manage change, assist in identifying business process improvement opportunities, prepare documentation to report business requirements, feasibility, and specifications.
- 3.2** Proactively communicate and collaborate with stakeholders.
- 3.3** Assist in developing, configuring and documenting business system solutions.
- 3.4** Contribute to the development of accurate and complete test plans and assist users in conducting User Acceptance Testing.
- 3.5** Develop and coordinate user training manuals and programs.
- 3.6** Provide end-user support and customer service in the operation and use of business systems.
- 3.7** Assist and support the functional systems administration of business systems.
- 3.8** Ensure knowledge is up to date with technical industry sector developments and business needs.

4. Core Physical Requirements

- 4.1** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.2** Capacity to, on occasion, lift items unspecified in weight within individual limits.
- 4.3** Capacity to drive a standard motor vehicle.

5. Accountability and Extent of Authority

- 5.1** Authority to work with issues and enhancements that relate to business information systems, subject to close supervision and clear guidelines.
- 5.2** Authority to undertake the role governed by clear objectives with regular consultation with senior staff.

6. Judgement and Decision Making

- 6.1** Ability to make decisions subject to review from more senior staff to select a method,

technology, procedure, process or equipment to be used from a range of available alternatives.

6.2 Ability to resolve issues that are occasionally of a complex or technical nature, with solutions not related to previously encountered situations, subject to internal procedures and guidelines.

6.3 Guidance and advice to resolve issues and opportunities is usually available within timelines.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Ability to assist with business analysis including defining business requirements, identifying business process improvement opportunities, business process modelling and developing functional and system specifications.

7.1.2 Experience in the development and configuration of business software solutions relevant to Local Government.

7.1.3 Understanding of Systems Development Lifecycle (SDLC) and information system frameworks to support best practice service delivery methodologies.

7.1.4 Understanding of Project Management methodologies relevant to Business Systems.

7.1.5 Awareness of the relevant technology, procedures, processes and underlying principles relevant to the role.

7.1.6 Experience in relational databases and methods and tools used to interrogate and extract information from databases. Including proficiency in Structured Query Language technology.

7.1.7 Appreciation of the long-term goals of the business unit and the goals of the wider organisation.

7.2 Management Skills

7.2.1 Skills in managing time, setting priorities, planning & organising own work to

achieve specific & set objectives in the most efficient way possible with the resources available & within set timetable.

7.2.2 Demonstrated analytical skills and report writing abilities.

7.2.3 Demonstrated experience in project delivery.

7.2.4 Ability to conceptualise and think creatively.

7.3 Interpersonal Skills

7.3.1 Effective customer service skills.

7.3.2 Ability to assist, support and work within a team environment.

7.3.3 Well developed communication skills, verbal and written.

7.3.4 Ability to gain co-operation and assistance from key stakeholders in the implementation of business solutions, under the supervision of senior staff where necessary.

7.3.5 Ability to develop effective relationships with counterparts from external and internal sources to resolve organisational problems.

8. Qualifications and Experience

8.1 A formal qualification in Business Information Systems (or related discipline) or demonstrated experience in business analysis and business process modelling.

8.2 Experience in business analysis including defining business requirements, identifying business process improvement opportunities, business process modelling and developing functional and system specifications.

8.3 Experience in writing specifications and requirements documents and user and training documentation.

9. Key Selection Criteria

9.1 A formal qualification in Business Information Systems (or related discipline) or demonstrated experience in business analysis and business process modelling.

9.2 Demonstrated experience in relational database interrogation techniques for

reporting and analytics, including proficiency in Structured Query Language, is preferred.

9.3 Experience in providing user support, business systems maintenance and a high level of customer service.

9.4 Strong interpersonal skills and the ability to develop relationships with a range of stakeholders.

9.5 Well developed communication, organisational and time management skills.

9.6 Current driver licence.

Authorised by: Director – Corporate & Leisure

Date:

Employee's Signature:

Date:
