



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Systems Analyst - IT</b>
<b>Position Number:</b>	<b>11072</b>
<b>Directorate:</b>	<b>Corporate Services</b>
<b>Reports to:</b>	<b>Business Systems Project Manager (ERP)</b>
<b>Department:</b>	<b>Information Services</b>
<b>Agreement:</b>	<b><i>City of Karratha Enterprise Agreement 2021</i></b>
<b>Classification:</b>	<b>Level 6/7</b>

Consideration for appointment to Level 7 would be where an applicant is highly proficient in providing support for at least one CiAnywhere module and demonstrates a high level of competence in the TechnologyOne toolsets for UAM (User Access Management), BPA (Business Process Analysis) and data analysis & reporting (eg XLOne)

## 1. POSITION OVERVIEW

The City of Karratha (the City) is undergoing a large, IT centric strategic transformation. This is an approximate 3-year program of work (the Project) implementing a replacement Local Government Enterprise Resource Planning System (ERP).

For this ERP transition, the City has chosen the "OneCouncil" solution which is provided within the CiAnywhere SaaS platform by TechnologyOne (the Vendor)

This position is responsible for CiAnywhere environment management, access control and technical support for both the project team and wider business during the implementation and staged delivery of modules across the organisation.

The role will contribute to and realise the Project's objectives as part of a project team, working collaboratively with the Vendor, third party consultants and internal stakeholders as well as being an important conduit to the wider organisation by supporting staff operationally through our helpdesk as modules go live.

### 1.1. Position Objectives

- Provide business and technical support for CiAnywhere, ensuring timely service provision and incident/problem identification and resolution.
- Attain a high level of proficiency in the capability, configuration and administration of the CiAnywhere platform and OneCouncil solution.
- Attain an understanding of the system permissions and granular access control as it permeates through OneCouncil modules allowing for a best practice security configuration.
- Work closely with and take direction from, the Enterprise Systems Coordinator to build and maintain best practice systems security within the CiAnywhere environment that also adequately maintains confidentiality as required.
- Attain an understanding of the system architecture and flow of data through the OneCouncil modules.
- Assist with Project governance including weekly tracking and reporting across outstanding ticketed issues through proficiency in the management and use of contemporary Project management tools and helpdesk software.
- Coordinate the external delivery of specialised technical support activities to support the Project and business operations.

- Facilitate the process of data migration from the City's legacy systems (ITVision SynergySoft, Assetic, spreadsheets) to the OneCouncil system.

## **2. KEY DUTIES & RESPONSIBILITIES**

Duties and responsibilities include but are not limited to;

### **2.1. ERP Project Administration**

- Follow and adhere to Project principles, approach, and methodologies as directed by the Business Systems Project Manager (PM).
- Participate and contribute to Project planning activities by identifying milestones, tasks, and sub-tasks, in consultation with the PM.
- Ensure accurate and clear records are maintained and all corporate information is regularly captured within City business systems adhering to Recordkeeping policies and procedures.
- Assist in monitoring Project finances by ensuring Vendor and contractor invoices are accurate in both scope and charge for utilised time
- Assist in updating Project tracking software and registers.

### **2.2. ERP Project Support:**

- Provide CiAnywhere platform and solution support
- Provide a high level of customer service to the Project's impacted stakeholders and ensure escalation is actioned promptly.
- Coordinate the external delivery of specialised technical support and act as a liaison between internal stakeholders, the Vendor and consultants as required.
- Use business analysis methodologies to impact and influence the Project approach and activities.
- Contribute to the design, development, and execution of data migration and testing activities across modules and environments
- In collaboration with Module Analysts and Senior IT Staff - Analyse, test, rectify, support, and maintain the integrity of the CiAnywhere modules, workflows and security across environments
- Assist in the preparation of training materials and conduct training sessions with individuals and groups when required.
- Ensure that data is always appropriately backed up and consequently is never lost or corrupted through any Project activity.
- Provide expert advice to the PM, Manager Information Technology and City staff, both verbally and in writing.

### **2.3. IT Operational Support:**

- Provide primary support for CiAnywhere modules through the City's ticketing system, including;
  - Incident Management: Respond to incidents and undertake analysis as required to restore normal service as quickly as possible. To include escalation to, and management of, the Vendor response.
  - Problem Management: Investigate incident trends and patterns to clearly define problems and design temporary workarounds where necessary and permanent fixes as required. Provide solutions to ensure future incidents are reduced and business impact is minimised.
  - Request Fulfilment: Attend to service requests in a timely manner and provide resolution within agreed service levels.

- Change Management: Ensure changes are being captured in the change management system and/or configuration documents as required.
- Coordinate the external delivery of specialised technical support activities to support business operations.
- Manage the ERP Support Ticket Queue to prioritise helpdesk tickets according to business needs.
- Ensure regular communication with stakeholders, particularly where performance may be hindered by conflicting priorities and third-party delays.
- Provide advice and recommendations on complex technical matters.

## **2.4. Business Systems**

- Contribute to the development and implementation of corporate strategies and operational procedures in areas relating to the modules being rolled out.
- Develop solutions that are sustainable, practical, cost effective and consistent with legislative and professional requirements.
- Recommend quality controls by identifying risks, issues, recommended changes and subsequently required business decisions and relevant documentation.
- Determine operational objectives by studying business functions, gathering information from multiple sources, and evaluating output requirements and formats.
- Construct workflow charts and diagrams and other digital twin representations of the City as required.
- Provide change management support through the understanding and documentation (high level) of current vs new processes, training, training materials, and supervision of staff through new operational tasks, workflows and procedures to support operational adoption.
- Conduct business process improvement activities related to the workflows and configuration of the CiAnywhere modules, using Business Process Automation (BPA) tools, or similar.
- Assist the Manager Information Technology to cultivate a culture of business process improvement through system optimisation.

## **2.5. System Administration and Governance:**

- In collaboration with the Vendor, contracted 3rd party resources and Senior IT Staff - create, maintain and execute procedures and standards for the management of CiAnywhere OneCouncil suite:-
  - User access management (UAM).
  - Configuration management.
  - Environment management
- Support and conduct the testing of patches and upgrades.
- Contribute to City disaster recovery, backup and recovery plans (to be tested at least annually).
- Document and maintain support instructions and knowledgebase articles.
- Continually Improve systems, processes and procedures through the regular investigation of current practices, assumptions and being active in the Vendor customer community to gain from the knowledge and experience of other LGA's.
- Apply change management methodologies and best practices in implementation of systems and automated business processes.

## **2.6. Reporting and Data Analytics:**

- Analyse data and data sets within the OneCouncil solution to ensure adequate access to end users whilst maintaining confidentiality of sensitive information where required.
- Develop, create and produce accurate and clear reports that are appropriate and relevant to the target audience.
- Create and maintain dashboards that present information in a visual way to stakeholders at various levels.

## **2.7. Documentation, Procedures and Practices**

- Draft and maintain IT procedures and guidelines.
- Reduce business risk by maintaining accurate documentation including technical change management documentation, drawings, process maps and various other documentation.
- Develop and share knowledge with other team members to ensure continuous learning, improvement and professional growth within the team.
- Keep the team up to date with roadmaps, system settings and configurations to ensure a team capability to backfill this role when required.
- Assist with workload and backfill of other IS Team roles when required.

## **2.8. Occupational Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to safety.
- Utilise the City's procedure for OHS Communication, Consultation, and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form ASAP, within 24 hours where possible.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1. Authority & Accountability**

- Works under general supervision of the Business Systems Project Manager.
- Works in accordance with approved Council's policies, procedures, and guidelines, and to State and Federal legislation.
- Accountable for ensuring a highly effective ERP Service Desk experience.
- Accountable for accurate and timely reporting.
- Accountable for accurate IT documentation and process mapping

### **3.2. Judgement & Problem Solving**

- Proven IT analytical, technical, problem solving and solution capabilities.
- Ability to problem solve where solutions are not available in established processes and procedures.
- Ability to assess risks to the City's approach and practice to employee management, Occupational Health and Safety, data privacy, and reputation.
- Ability to manage time effectively to ensure duties are carried out to the required standard.
- Ability to proceed when outcomes are unclear.

### **3.3. Specialist Knowledge & Skills**

- Knowledge of TechnologyOne CiAnywhere
- Knowledge of ITSM and ITIL processes.
- Ability to conduct problem solving methods, including data analysis to identify and resolve software/data/process related incidents.
- Developed computer skills including an advanced knowledge of Microsoft Excel, and its use in data manipulation.
- Knowledge of a broad range of information technology hardware, software, concepts, principles and practices.
- Administration and support skills across complex business systems, preferably in a Local Government environment.
- Familiarity with project management methodologies

### **3.4. Interpersonal Skills**

- Highly developed interpersonal, communication, presentation, and cooperation skills with the ability to explain complex information to a general end user audience.
- The ability to establish and maintain productive, effective and respectful work relationships via collaboration, support, negotiation and liaison.
- Ability to train staff on the new business systems and the concepts which influenced their configuration.
- Ability to work independently and with others.
- Ability to impact operations and effect change without being confrontational.
- Ability to work well under pressure.

### **3.5. Qualifications & Experience**

- Tertiary qualifications or relevant experience in an Information Technology related discipline.
- Experience analysing and documenting business requirements, workflow processes and data to define and implement new workflow processes and software configuration changes.
- Experience administering, configuring, and implementing new business systems
- Experience troubleshooting and maintaining business systems.
- Experience with TechnologyOne CiAnywhere administration (desirable)
- Experience designing and writing reports utilising commercial products such as the CiAnywhere reporting tool "ExcelOne" or external products such as Crystal Reports, Business Objects or similar (desirable)
- Exposure to Local Government structures and scope of activity (desirable)
- Experience transitioning and training users in new systems (desirable)
- A Current C class driver's licence
- A National (or Federal) Police Certificate (no more than 6 months old)