



POSITION DESCRIPTION

Position Title:	Systems Analyst
Position Number:	11069
Directorate:	Corporate Services
Reports to:	Business Systems Project Manager (ERP)
Department:	Information Services
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 6

1. POSITION OVERVIEW

The City of Karratha (the City) is undergoing a large, IT centric strategic transformation. This is an approximate 2½-year program of work (the Project) implementing a replacement Local Government Enterprise Resource Planning System (ERP).

The City has chosen TechnologyOnes' Ci Anywhere software for this ERP transition and this position will be responsible for key components of the implementation and delivery of multiple software 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 selected ERP software vendors, the project board, and internal stakeholders.

The Systems Analyst is responsible for the review and analysis of staff functions and workflows and evaluating the most effective application and subsequent adoption of new software systems.

1.1. Position Objectives

- Attain a level of proficiency in the capability, configuration and administration of the TechnologyOne Ci Anywhere OneCouncil software suite (OneCouncil).
- Attain an understanding of the flow of data through the OneCouncil modules.
- Assist with Project governance including weekly tracking and reporting across assigned software modules through proficiency in the management and use of contemporary Project management tools.
- Provide thought leadership and business benefit vision in shaping the new Enterprise systems to the requirements of the City.
- Prepare project documentation and where appropriate recommendations to facilitate the decision-making process of key stakeholders.
- Assist in the preparation of training materials and conduct training sessions with individuals and groups.
- Lead the process of data migration and data translation from the City's legacy systems (ITVision SynergySoft) to the OneCouncil software system for assigned software modules.
- Build reports and create / maintain dashboards that present information in a visual way to stakeholders at various levels.
- Assist in the identification and definition of ERP team business unit and enterprise KPIs.

2. DUTIES & RESPONSIBILITIES

2.1. Project Administration

- Follow and adhere to Project principles, approach, and methodologies as directed by the Business Systems Project Manager (PM).
- Ensure accurate and clear records are maintained of project activities with a consistent adherence to Project naming conventions.
- Coordinate Project resources and act as a liaison between internal stakeholders and ERP vendors and consultants.
- Participate and contribute to Project planning activities and record meeting outputs.
- Support working parties related to Project activities through the preparation of meeting agendas, recording of minutes, and providing guidance.
- Define project requirements by identifying project milestones, tasks, and sub-tasks, in consultation with the PM.
- Use business analysis methodologies to impact and influence the Project approach and activities.
- Assist in monitoring Project finances by ensuring vendor invoices are accurate in both scope and charge.

2.2. Business Support:

- Contribute to the development and implementation of corporate strategies and operational procedures in areas relating to the software modules being rolled out, such as:
 - *Information Management*
 - *Finance*
 - *Human Resource*
 - *Work Order/Requests Management*
 - *Asset Lifecycle Management*
 - *Strategic Asset Management*
 - *Property and Rating e-services*
 - *Enterprise cash receipting*
 - *Contracts Management and e-procurement*
 - *Project Lifecycle Management*
 - *Operational & KPI Reporting*
 - *Business intelligence*
 - *System interfaces and mobile apps*
 - *Data manipulation and cleansing*
- Develop solutions that are sustainable, practical, cost effective and consistent with legislative and professional requirements.
- Provide advice and recommendations on complex technical matters and business analysis consultancy services within the organisation.
- Recommend quality controls by identifying risks, issues, recommended changes and subsequently required business decisions and documenting.
- 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.

- Prepare business, system, and user documentation.
- Create accurate and clear reports that are appropriate and relevant to the target audience.

2.3. Business Systems Support:

- Study, interrogate, analyse, configure, test, rectify, support, and maintain the integrity of the business systems relevant to the modules being rolled out.
- Ability and willingness to provide support when required for other modules in the OneCouncil suite.
- Ensure that data is always appropriately backed up and consequently is never lost or corrupted through any Project activity.
- Undertake robust testing and ad hoc and routine audits to ensure system and data integrity is maintained.
- Constant consideration to system improvement by investigating current practices and assumptions.
- Ensure suitable and timely escalation is actioned to all relevant parties, including recommendations where relevant, due to Project events.
- Provide a high level of customer service to the project's impacted stakeholders and ensure escalation is actioned promptly.
- Provide expert advice to the PM and City staff, both verbally and in writing.
- Prepare training materials for the new systems as their configuration is finalised.
- Conduct training to all impacted City staff through structured training sessions and ad hoc requests.

2.4. 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 their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- 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 as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS 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.
- Supervise and provide guidance to City staff and management.
- Ability to coordinate small teams through complex activities.

3.2. Judgement & Problem Solving

- 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

- A working knowledge of the Local Government Act 1995 and associated Regulations.
- Developed computer skills including an advanced knowledge of Microsoft Excel, and its use in data manipulation.
- The ability to distinguish between a corporate need and an employee desire in determining the best outcomes for system development, and an understanding of the logistics in transitioning stakeholders to a new corporate system.

3.4. Interpersonal Skills

- 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

- Experience with TechnologyOne CiAnywhere and/or Subject Matter Expert in one or modules being rolled out
- Suitable experience in transitioning and training users in new systems
- Familiarity with project management methodologies - PRINCE2 and Agile preferred
- A varied experience in administering business systems
- System configuration and implementation experience
- Exposure to Local Government structures and scope of activity
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)