Position Description

Position Title	Business Systems Analyst
Directorate	Corporate Services
Business Unit/s	Corporate Information Services
Reports to	TechnologyOne Transformation and Support Lead
Classification	Level 8 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

The position reports to the TechnologyOne Transformation and Support Lead.

Business Unit Objective

To manage the City's Information and Communications Technology.

Position Overview

The Business Systems Analyst is responsible for the support, development, implementation, administration, management, and analysis of the City's Business Systems which include TechnologyOne ERP (i.e.Property and Rating, Works and Assets, Finance ECM and GIS), providing expertise to ensure effective utilisation across the organisation. The position will be required to support the Corporate Information Systems in identifying and analysing improvements to corporate information, software, business processes, associated workflows and customer service.

Position Objectives

Project Management:

- Develop business cases, project briefs and project implementation plans for system enhancements, process improvements, new modules, release upgrades and ICT projects including the coordination of resources and associated key user support, training and acceptance testing.
- Plan and coordinate project tasks and resources including contractors relating to ICT projects.

System Administration

- Liaise with software vendors in relation to issues and limitations of the Business Systems and to keep abreast of new system releases.
- Identify and communicate new features of the system for the benefit of the City.
- Improve processes to leverage the new features and upgrades.
- Administer and manage the day-to-day operation of the City's Business Systems.

System Enhancements

- Contribute to the development, facilitation, and implementation of processes to achieve corporate objectives relating to:
    - Property and Land Information Management.
    - Works and Asset Information Management.
    - Customer Service Information Management & Delivery.
    - Reporting developments - Strategic, Operational & Performance Reporting.
    - Data Quality and Integrity.
- Provide business analysis services and advice on complex technical matters relating to Corporate Information Systems (i.e., GIS, Works and Assets, Property and Rating, ECM and Salesforce) within the organisation.
- Liaise with business stakeholders to identify business requirements for system enhancements and determine recommendations.

- Provide expertise, direction, and assistance to relevant stakeholders on the implementation system enhancements and new system solutions.
- Develop and document functional requirements for proposed system changes and enhancements.
- Prepare test plans and coordinate User Acceptance Testing of the application and interfaces to other information systems.
- Perform system analysis, design, and implement system solutions for business units to automate their business processes.
- Document solutions and enhancements for future reference.
- Oversee routine data audits to ensure system integrity is maintained.
- Keep abreast of and monitor emerging trends with the City's systems in similar environments, e.g., Local Government.

Support Services

- Administer and manage the operation of the City's business systems, including the integration to the City's other Business Information Systems.
- Manage centralised administration of TechnologyOne Access Management.
- Review, diagnose and investigate requests to resolve issues, and provide support to all internal users and ensure the resolution of ICT issues in a competent and professional manner utilising ITIL principles where practicable.
- Ensure that the root cause of issues is being determined and addressed by the Business Systems Support Officer.
- Ensure that the Business Systems Support Officer escalates issues to other team members and vendors when required.
- Provide expert advice to staff within the CIS Business Unit, providing alternative courses of action and likely implications.
- Provide specialist services and advice to users relating to the City's Business Systems and Corporate data e.g., property database and asset information.
- Liaise with internal stakeholders to clearly understand the nature of their requests.
- Assist with the development and maintenance of help screens, user manuals and other documentation to support the Business Systems.
- Develop and conduct system training to Business Systems users as required; and

Accountability and Extent of Authority

- Manage timely completion of project and operational tasks.
- Manage implementing system changes and enhancements following stakeholder agreement and sign off; and
- Provide advise in line with City established policies, practices, procedures, guidelines and legislation.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Relevant tertiary qualifications or equivalent experience in Business System Analysis, Support and Development.	Essential
ITIL V3 (Foundation level or higher) or demonstrated relevant experience	Essential
Knowledge, Skills, Experience & Abilities	
Strong and demonstrated skills in business process analysis, mapping and re-engineering for change and management of that change.	Essential
Strong analytical skills and demonstrated ability to identify, report, design and scope technical changes which will bring significant business and system improvement.	Essential
Strong understanding of data analysis and knowledge of the Systems Development Lifecycle (SDLC) with an understanding of ITIL methodologies and understanding of project management principles.	Essential
Sound knowledge and competence in the creation, maintenance and access to data and information, including the ability to identify, design, extract and report on complex datasets, with a sound understanding of SQL and relational data structures.	Essential
Ability to make decisions with respect to best practice in delivering system solutions to satisfy business requirements.	Essential
Ability to establish and maintain effective working relationships with all stakeholders with a strong customer service focus.	Essential
Highly developed analytical, conceptual and research skills including the ability to devise creative and effective solutions to complex problems in a large and complex business environment.	Essential
Excellent written and verbal communication skills coupled with the ability to clearly articulate complex issues and concepts.	Essential

Demonstrated experience in process review, system administration and support of complex Business Systems within a medium to large organisation.	Essential
Demonstrated experience in formulating and structuring reports and documentation for technical and business clients.	Essential
Demonstrated experience with TechnologyOne ERP solutions (i.e. GIS, ECM, Finance, Property and Rating, Works and Assets)	Desirable
Demonstrated experience administering ERP Access Management	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	18 April 2018	Officer	Director Corporate Services
Last reviewed/Modified	Date	19 September 2023	Officer	Chief Technology Officer