POSITION DESCRIPTION



WESTERN SYDNEY UNIVERSITY

Senior Systems Analyst – People Systems

POSITION DETAILS

Position Title	Senior Systems Analyst – People Systems
Classification	HEW 8
Position Number	70154120
School/Office	People and Culture
Division	Operations

POSITION PURPOSE

This role leads the operational management, configuration, and improvement /optimisation of the University's HR information systems. It ensures HRIS platforms are reliable, secure, and user-friendly, and that system functionality supports modern and efficient HR processes and employee experience.

The role partners with HR, IT, and vendors to manage upgrades, integrations, and new functionality, and provides specialist advice on system capabilities, governance, people data and compliance. This position drives ongoing continuous improvement in HRIS functionality that supports changing business needs. The People Systems Senior Support Analyst proactively sources and tests technology solutions and new ways of working to assist the people operations function to improve, innovate and provide improved experiences for staff.

KEY ACCOUNTABILITIES

1. **Lead the day-to-day operation and optimisation** of HRIS platforms, ensuring reliability, usability, and security.
2. **Manage system configuration, testing, integrations, and upgrades**, working with IT and vendors.
3. **Ensure compliance with governance, audit, and legislative requirements** for HR data and systems.
4. **Provide specialist advice on HRIS functionality and capability** and drive improvements to systems based on functional business need.
5. **Document system processes, workflows, and configurations** to ensure consistency and sustainability.
6. **Mentor and provide guidance** to People Systems Support Analysts and Officers.
7. **Identify and deliver system enhancements** that streamline HR processes and improve

employee experience.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

1. Tertiary qualification in Information Systems, Business, HR, or related field, or equivalent experience.
2. Significant experience managing HRIS systems in a large, complex organisation.
3. Experience in HRIS improvement projects to ensure an uplift in compliance, efficiency and effectiveness.
4. Demonstrated ability in HRIS configuration, upgrades, and testing.
5. Demonstrated skills in leading HRIS technology optimisation projects that deliver innovative solutions that meet business needs.
6. Excellent stakeholder engagement and vendor management skills.
7. Strong documentation and problem-solving skills.

Desirable

1. Experience in higher education or public sector.
2. Knowledge of platforms such as Ascender Pay, Dayforce, SmartRecruiters, ServiceNow, Culture Amp, Cornerstone and Done Safe.
3. Project Management

KEY RELATIONSHIPS

- **This position reports to:** Manager, HR Systems & Analytics
- **This position supervises:** Nil
- **Key internal relationships:**
    - People Analytics and Reporting Lead
    - Payroll & Compliance, HR Operations Delivery teams
    - IT Digital Solutions team
- **Key external relationships:**
    - HR Systems vendors and system support providers
    - Auditors and regulators

CHALLENGES

1. Balancing system stability with the need for ongoing improvements and upgrades.
2. Managing complex integrations across multiple systems while maintaining data integrity.
3. Ensuring compliance and security for highly sensitive employee data.
4. Supporting business stakeholders with diverse and sometimes conflicting system needs.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

→ Code of Conduct
→ Work Health and Safety and Wellbeing Management System
→ Enterprise Agreement or Award
→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: P&C
Date: Oct 2026