POSITION DESCRIPTION

POSITION TITLE	Business Systems Analyst - ERP
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Senior Business Analyst - ERP

OUR VISION
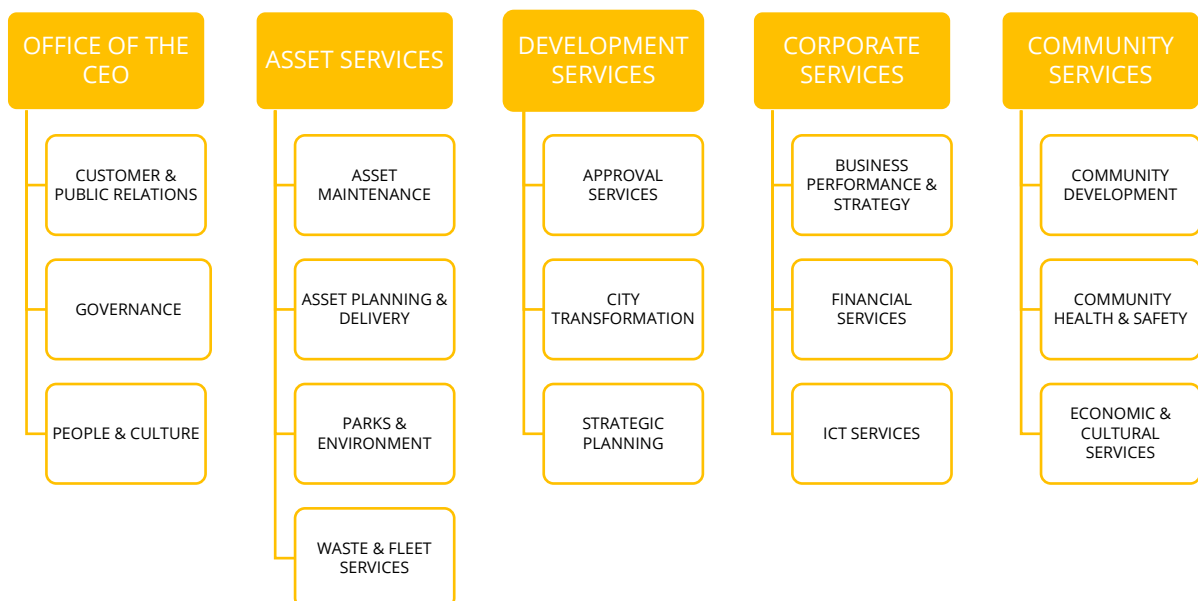Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES
Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE — Provide excellent customer service at all times, through effective listening and understanding, to go beyond the commonplace when we serve others.

PROFESSIONALISM — Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.

QUALITY — Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS

OFFICE OF THE CEO	ASSET SERVICES	DEVELOPMENT SERVICES	CORPORATE SERVICES	COMMUNITY SERVICES
CUSTOMER & PUBLIC RELATIONS	ASSET MAINTENANCE	APPROVAL SERVICES	BUSINESS PERFORMANCE & STRATEGY	COMMUNITY DEVELOPMENT
GOVERNANCE	ASSET PLANNING & DELIVERY	CITY TRANSFORMATION	FINANCIAL SERVICES	COMMUNITY HEALTH & SAFETY
PEOPLE & CULTURE	PARKS & ENVIRONMENT	STRATEGIC PLANNING	ICT SERVICES	ECONOMIC & CULTURAL SERVICES
	WASTE & FLEET SERVICES			

THE OVERALL OBJECTIVE OF THIS POSITION

Reporting to the Senior Business Analyst - ERP, this role is based within the ERP Project Team to provide support to the Senior Business Analyst and work closely with stakeholders to implement the new ERP in the City of Kalamunda and maximise the use of, and investment in, the City's business applications.

To excel in this role, it is required to specialise in systems administration and technical support, with experience in system design, configuration, data migration, integration, testing, and deployment. This role is dedicated to implementing a new ERP system and supporting the organisation throughout its change journey.

KEY RESULT AREAS

KEY RESPONSIBILITIES

- Technical know-how and communication skills to translate complex IT concepts into practical business solutions, thus bridging the gap between technology and business needs.
- Assess and scope stakeholder's technology needs, document business requirements, identify opportunities for improvement, and implement practical solutions that enhance our business.
- Skilled communicator, able to simplify complex technical concepts, and ensure stakeholders understand and embrace technology-driven changes.
- Facilitating communication between technical teams and stakeholders, ensuring seamless collaboration and flow of information.
- Provide configuration and support for corporate systems including TechnologyOne, coordinate stakeholders and vendors for implementation of solutions, testing, upgrades, and configuration.
- Ability to engage, influence, and collaborate to drive innovation and continuous improvement across the City.
- Leading business improvement efforts by driving digital literacy, user adoption of systems and processes.
- Ensuring IS solutions are seamlessly integrated into daily operations and acting as a liaison between business units and ICT.
- Regular evaluation, monitoring and reporting on corporate systems to support decision-making and continuous improvement.
- Manage delivery of assigned tasks and contribute to small to medium-sized projects, including module implementations, across a diverse organisation.
- Support Senior Business Analyst during workshops and coordinate queries from workshop attendees.

SPECIALIST KNOWLEDGE AND SKILLS

- While strong interpersonal skills are necessary for stakeholder interaction and collaboration, the primary focus is on technical proficiency and problem-solving.
- Management of information systems projects.
- Writing comprehensive procedures and work instructions.
- Good understanding of Microsoft Windows server and client applications and their underlying concepts and structures.

- Development of business cases, requirements analysis, systems design, system configuration, testing, data conversion and implementation.
- Process mapping methodologies.
- Experience introducing change into the organisation.
- Ability to deliver classroom or one on one training sessions.
- Interpret research and analyse information and provide appropriate reports and preparation of statutory reporting.
- Advanced subject domain system knowledge and experience.
- An advanced level of SQL Server Databa se and Reporting Services (SSRS) knowledge competency and skill.

JUDGEMENT AND PROBLEM-SOLVING SKILLS

- Ability to complete root cause analysis of problems in a complex integrated software application environment.
- Ability to research and identify practical solutions for correcting problems or mitigating their effect.
- Ability to assess and prioritise work in the context of their impact on the scope and outcome of a project.
- Able to consider the implications of decisions in the context of corporate strategies and objectives relating to the City's Information Architecture.
- Ability to assess and judge capabilities of a system using manuals, web resources and experimentation.
- Ability to extract and manipulate data from the various computing systems to underpin recommendations and decisions.
- Display strong foresight in anticipating problems/issues whilst developing plans.

INTERPERSONAL SKILLS

- Strong skills in influencing change and aligning stakeholders at all levels to work for the greater good when planning for or implementing change.
- Highly developed listening and comprehension skills.
- Highly developed negotiation skills to balance the various needs of the City's business unit managers.
- Determination and perseverance to achieve the intended outcome of change.
- Strong communication skills: Effective communication for coordinating between different stakeholders, including team members, management, and external vendors. Identifying and developing relationships with stakeholders both internal and external.
- Ability to build positive and constructive relationships with all stakeholders.

MANAGEMENT SKILLS

- Effective time management, organisational and planning skills, with the ability to manage multiple tasks, deadlines, and resources.
- Guide small to medium teams comprising staff with widely varied levels of IT and non-IT skills.
- Ability to prepare, conduct and lead meetings with a wide variety of people.

- Ability to bring stakeholders together from various Divisions and Business Units, as well as external parties to achieve project outcomes.
- Project and change management know-how
- Proven track record of timely delivery of service and project outcomes

WORKPLACE HEALTH AND SAFETY
- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)
- Bachelor Degree or Equivalent 3-5 years' experience.

ESSENTIAL KNOWLEDGE/SKILLS CRITERIA
- Substantial experience with implementing, configuring and supporting ERP Systems.
- TechnologyOne ERP system (Ci and/or CiA) is desirable.
- Proven experience in Business System Analysis, system testing and complex data migration.
- Experience in TechnologyOne ERP Implementation, Upgrades, Data Migrations and Integration will be well regarded or in an equivalent ERP, HCM or CRM system.
- Experience in Project Management Methodologies such as Prince2 and Agile will be an added advantage.
- Stakeholder Engagement and Relationship Building – Able to develop trust and strong relationships by understanding business needs and acting as a bridge between ICT and the City.
- Process Improvement and Change Facilitation – Able to analyse and refine workflows, ensuring smooth transitions to new technologies with effective change management strategies.
- Experience in configuring/implementation of enterprise-grade business applications.
- High level of customer service skills.
- Relevant tertiary qualifications in information systems or equivalent experience.
- Good business analysis, business improvement and application configuration experience in an enterprise application environment.
- Demonstrated experience in working as part of a team of professionals.
- A satisfactory National Police Certificate is required.

DESIRABLE KNOWLEDGE/SKILLS CRITERIA

- Demonstrated working experience in SQL and utilising SQL Server reporting Services (SSRS) to produce business reporting as required by the organisation.
- Microsoft Office.
- Understanding of Waterfall and Agile principles.

SELECTION CRITERIA

1. Proven experience as a Business Systems Analyst.

2. Demonstrable experience in working in a team environment.

3. Well-developed computer skills including the use of Microsoft 365 and Azure DevOps.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 22 May 2025