

POSITION DESCRIPTION

Position Title:	ICT Business Systems Analyst – ERP / GIS
Division:	Business Services
Classification:	Band 4, Central Highlands Water Enterprise Agreement 2016 (salary range \$83k to \$109k plus 9.5% super)
Manager:	Manager Information Technology
Date Last Updated:	April 2019

1. CENTRAL HIGHLANDS WATER - VISION, MISSION & VALUES

Our vision: *Our Water – Our Customers – Healthy Living*

Our mission: *Together, we provide quality water and wastewater services, safely, efficiently and sustainably to communities in the Central Highlands Region*

Our values: *Integrity Teamwork Leadership Care*

2. POSITION OBJECTIVES

The primary objectives of this position are to:

- Take ownership of and provide advice on complex issues relating primarily to Geographic Information Systems (GIS) and Enterprise Resource Planning systems (ERP) within the organisation;
- Provide thought leadership around appropriate use of modern Business Information Systems (BIM's) specifically around CHW's GIS and ERP systems;
- Administer and manage the operation of the organisation's GIS and ERP systems including the integration in to other BIMs;
- Drive strategic outcomes by either leading or participating in project teams when required and manage partners and suppliers to ensure strategic outcomes are achieved.

3. KEY DUTIES / RESPONSIBILITIES

3.1 ERP / GIS

- Liaise and communicate with stakeholders across the business to ensure relationships are maintained, enhancements to systems are effectively implemented and business users are appropriately skilled in the use of CHW's ERP and GIS systems;
- Evaluate, optimise and maintain GIS and ERP systems within a large/enterprise organisation;
- Identify and assist in business process analysis, mapping and re-engineering of business processes and change management of process improvements;
- Promote and drive alignment to modern System Development Lifecycles and Project Management Principles.

3.2 General

- Assist in the break/fix of business systems and proactive problem management;
- Participate in the technical support to other CHW staff for operating and making full utilisation of approved business systems;
- Assist with the development of policies, procedures and service level agreements for business systems in conjunction with key stakeholders;

- Undertake other duties as directed.

4. ORGANISATIONAL RELATIONSHIPS

Position reports to: Team Leader, ICT – Digital Solutions

Position supervises: Vendors / Contractors
Other CHW staff as required for projects and problem resolution

Internal liaisons: CHW Managers (General, Executive and Middle)
All staff

External liaisons: IT Suppliers,
IT Industry Groups

5. AUTHORITY AND ACCOUNTABILITY

- Responsible for the efficient and effective performance of all duties and key responsibility areas within the role;
- Responsible for the accurate and timely administration of systems and projects;
- Responsible for building and maintaining stakeholder and customer relationships;
- Constructively contribute to creating and maintaining CHW's desired culture by demonstrating CHW's values and behaviours, and being mindful and respectful;
- At all times, create, maintain and foster a safe work environment and ensure compliance with the provisions of the Occupational Health and Safety Act, Regulations and CHW policies and procedures.

6. JUDGEMENT AND PROBLEM-SOLVING

- Authorised to exercise independent judgement in the delivery of high quality work performed in accordance with established standards, corporation objectives, policies and priorities;
- Personal judgement is required in determining day-to-day priorities and methods;
- Required to exercise initiative and discretion in daily activities associated with the managing and maintaining business systems;
- The ability to identify and propose workable solutions to business problems;
- High level experience in process improvement within business systems, through the adaptation of people, process and technology.

7. SPECIALIST KNOWLEDGE AND SKILLS

- Enterprise Resource Planning systems (ERP) - specifically Asset Management and Customer Billing systems
- Geographic Information Systems (GIS)
- Coding Skills (.Net and SQL or equivalent)
- Business Analytics
- Project Management

8. MANAGEMENT SKILLS

- Highly developed time management skills with the ability to effectively plan, organise and manage own time to meet deadlines and manage multiple projects whilst working independently;
- High level organisational and administrative abilities with a proven record of success in managing complex Information Technology projects.

9. INTERPERSONAL SKILLS

- Highly-developed communication, interpersonal and public relations skills, to enable effective, courteous and professional interaction with others;
- Ability to work effectively as part of a team and build personal rapport with colleagues, and an ability to understand issues and share knowledge, ideas and experience.

10. QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (Diploma minimum) in a relevant discipline and/or extensive (10 years) IT experience;
- Extensive demonstrated computer skills and working knowledge of a range of software including specialist software;
- Demonstrated experience in the management of information technology projects.

11. KEY SELECTION CRITERIA

- Relevant qualifications and experience (see [section 10](#));
- Relevant interpersonal skills (see [section 9](#));
- Relevant specialist knowledge and skills (see [section 7](#));
- Relevant judgement and problem solving skills (see [section 6](#)).

12. CONTINUING EDUCATION AND DEVELOPMENT

CHW encourages employees' continuous development and conducts annual Performance Reviews, through which development needs may be identified. Employees are supported in keeping abreast of current industry best practice and are expected to take an active personal interest in staying informed of professional practices, standards and latest trends.

13. SIGNED

..... <i>Employee Name</i> <i>Employee Signature</i> <i>Date</i>
..... <i>Manager Name</i> <i>Manager Signature</i> <i>Date</i>