ENERGISE YOUR CAREER

BE PART OF OUR WORLD

POSITION DESCRIPTION

ISAAC REGION

HELPING TO ENERGISE THE WORLD

POSITION DESCRIPTION

POSITION TITLE	Systems Officer	CLASSIFICATION	Level Five (5) – Level Six (6)
DIRECTORATE	Corporate, Governance & Financial Services	AWARD STREAM	Queensland Local Government Industry Award – State 2017 – (Stream A)
DEPARTMENT	Information Solutions	REPORTS TO	Team Leader Systems
POSITION NO.	44,223.00	LAST REVIEW DATE	March 2022

A. ORGANISATION SUMMARY:

Isaac Region covers an area of around 58,000km2 comprising 120 km of Great Barrier Reef coastline and extending over 400 km west to incorporate a rich agricultural and grazing heritage in addition to 27 operating coal mines producing the world's premier metallurgical coal. It has 7 service centres operated by Council to service 18 distinct communities. As such the Council is exposed to a range of global consumer and market influences which present unique challenges to the local government professionals who serve it. In order to address these challenges, the organisation is undergoing a cultural leadership program aimed at better focussing and enabling the organisation to deliver on the Isaac Vision which is Helping to energise the world. This work is being supplemented by a 5-year Isaac Capability Plan to help create the organisational settings which will be needed to address these external influences over the next 5-10 years.

B. DEPARTMENT SUMMARY:

The Corporate, Governance & Financial Services directorate ensures an integrated approach to internal organisational services across the organisation. The Business Application Solutions Department ensures an integrated approach to internal IT applications across the organisation. The Business Applications Solutions department is responsible for systems and application functions across the Council.

C. POSITION SUMMARY:

Reporting to the Team Leader Systems this position is responsible for supporting digital information and communication systems across Isaac Regional Council.

D. DUTIES:
POSITION SPECIFIC ACCOUNTABILITIES / PERFORMANCE OBJECTIVES (INPUTS/OUTPUTS)

1. Partner with business and technology personnel to elicit process improvements and translate requirements into project and technical specifications;
2. Analyse, document and test software logic, process flows and specifications;
3. Projects are delivered on time and within budget;
4. Provide best practice technical expertise/advice around key issues relating to the ongoing support of corporate systems and projects.
5. Provide a day-to-day user support for business systems;

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6. Scheduling upgrades and security backups of hardware and software systems.
7. Contribute to the facilitation of positive outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally;
8. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote Council's values;
9. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities; and
10. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training

E. KEY COMPETENCIES:

Knowledge and skills

1. Strong understanding of the solutions development life cycle.
2. Excellent interpersonal, written and verbal communication skills are required.
3. Strong analytical skills and the ability to learn quickly.
4. Ability to manage competing projects and prioritise resource allocation accordingly.
5. Flexibility around project change management and the ability to mitigate risks with mid-course corrective action.
6. Ability to manage customer expectations.

Experience

1. Demonstrated experience in managing/developing at least two of the following Technology One modules is essential. Property and Rating, ECM, CRM, Regulatory Applications (Building/Planning/Environmental).
2. Extensive experience with MS Office tools.
3. Proven experience in delivering successful solutions by partnering with business and technology groups.
4. Demonstrated capability in developing positive working relationships with key internal and external stakeholders.
5. Experience with Technology One ERP system is an advantage especially systems administration.

Qualifications

1. Tertiary qualifications within IT, Business and/or Accounting or related field and or experience in a similar role.
2. Five (5) years relevant experience in in a similar role is highly desirable.
3. 'C' class licence.
4. Ability to pass a pre-employment functional assessment and/or behavioural testing.

F. PHYSICAL DEMAND CATEGORY:

☒ Sedentary Work

☐ Light Duty - Frequent lifting / carrying of objects weighing up to 5kgs.

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☐ Medium Work - Frequent lifting / carrying of objects weighing up to 10kgs.

☐ Heavy Work - Frequent lifting / carrying of objects weighing up to 25kgs or more.

Audio-Visual Demands:

☒ Depth Perception ☒ Colour Discrimination ☒ Peripheral Vision ☒ Hearing (Avg)

Specific Actions Required:

This job may include:

Standing/Walking	Sitting	Driving
☐ None	☐ None	☐ None
☒ Occasional	☐ Occasional	☒ Occasional
☐ 1 - 4 Hrs	☐ 1 - 4 Hrs	☐ 1 - 4 Hrs
☐ 4 - 6 Hrs	☐ 4 - 6 Hrs	☐ 4 - 6 Hrs
☐ 6 - 8 Hrs	☒ 6 - 8 Hrs	☐ 6 - 8 Hrs

Work Environment:

Attribute:	Yes	No
Chemicals	☐	☒
Cold	☐	☒
Dampness	☐	☒
Fumes/Gases	☐	☒
Heat/Humidity	☐	☒
Heights	☐	☒
Noise	☐	☒

Repetitive Motions:

☒ Simple Grasping ☒ Fine Manipulation ☒ Pushing & Pulling ☒ Finger Dexterity ☒ Foot Movement

This Job Will Require:

Manoeuvre	Frequent	Occasional	None
Bending	☐	☒	☐
Squatting	☐	☒	☐
Climbing	☐	☐	☒
Twisting	☐	☐	☒
Reaching	☐	☒	☐

G. DELEGATED AUTHORITY AND ACCOUNTABILITY (in accordance with the Delegated Authorities Register):

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

H. HEALTH SAFETY AND WELLBEING, QUALITY AND ENVIRONMENTAL OBLIGATIONS:
Workers and Others authorities and responsibilities include the following:
1. Take reasonable care for their own health and safety.
2. Ensure actions or omissions do not adversely affect the health and safety of others or the environment.

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3. Comply with any and all policy, procedures and work instructions to ensure the requirements for health, safety, quality and environment are adhered to.
4. Comply with any reasonable instruction to comply with the Work Health and Safety Act Qld (2011).
5. Immediately notifying their Manager or Supervisor of any workplace hazard identified and rectify hazard if possible.
6. To participate in risk assessments utilising the 'Think ISAAC' risk model and ensure personal safety through the use of the personal risk assessments 'Take an Isaac Instant'.
7. To use personal protective equipment if the equipment particularly is provided by Council and you are instructed in its use.
8. Raise any non-conformances with their supervisor.
9. Ensure that you are fit for work at all times and are not adversely affected by either drugs or alcohol as specified in Councils 'Fitness for Work Policy'.
10. Participate in Councils rehabilitation and return to work processes as required.
11. Actively contribute to prevention of environmental harm, by compliance with any and all procedures.
12. Informing your supervisor as soon as possible of anything which may be harmful to the environment, for example, spills and leaks.
13. Consider and respond to internal and external customer needs in timely fashion.

Equipment Operated
1. Computer, motor vehicle

I. RESPONSIBILITIES:
Corporate Responsibilities
Code of Conduct

1. Compliance with Council's Code of Conduct, management directives and policies and procedures, ensuring that behaviour and conduct;
   a. is in line with the expectations of Council as specified in the Code of Conduct, and
   b. decisions are made based on the principles of sound ethics and sound judgement.

2. Act at all times in line with the Principles as outlined in Council's Code of Conduct. Specifically;
   a. Integrity and Impartiality
   b. Promoting the Public Good
   c. Commitment to the system of government
   d. Accountability and transparency

Conflict of Interest
1. Employees of Council have specific obligations relating to conflict of interest and where there may be a conflict of interest with Council activities or there may be a detrimental effect on the performance of the employee, other employment or contracts will not be undertaken without prior written approval from the CEO.

Other
- Commitment to Council's Corporate Plan.
- Commitment to Equal Employment Opportunity, Diversity and Merit principles.

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- Commitment to ensuring a workplace free from harassment and discrimination.
- Efficient and effective utilisation of resources as allocated under the level of responsibility for this position.

J. GENERAL OBLIGATIONS:

1. This is a description of the job as it is at presently constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with direct reports and may involve a representative of Human Resources. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes where identified.
2. Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster or significant organisational crisis.
3. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
4. All employees shall be required by the Council to obtain and to maintain the necessary registration and licences that such employee would normally be required to hold in order to fulfil their position.

K. CERTIFICATION:

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	**DEPARTMENT MANAGER**
NAME		
SIGNATURE		
DATE		

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