

# Pathway Administrator

<b>Directorate</b>	<b>Department</b>
Customer & Performance	Chief Information Office
<b>Position No</b>	<b>Enterprise Agreement Classification</b>
BIT23D	Band 7
<b>Reports To:</b>	<b>Direct Reports</b>
Applications Lead	N/A

## What we trust you to deliver

We are seeking a skilled Infor Pathway Administrator to join our dynamic IT team. As a Pathway Administrator, you will play a critical role in optimising and maintaining our Pathway system to ensure seamless business operations. Your expertise will contribute to enhancing our overall efficiency, data accuracy, and decision-making processes. You will ideally bring a strong blend of technical proficiency, business acumen, and excellent communication skills to collaborate with various stakeholders across Knox City Council.

## What you will need to thrive

- Excellent understanding of Infor Pathway.
- Demonstrated ability in driving customer focused excellence by working in collaboration with team members, taking responsibility to meet client’s needs by applying lateral thinking and problem-solving skills.
- Excellent communication and interpersonal skills with the ability to produce clear and accurate communications (including technical documentation and operational processes) that are appropriate for their intended audience.
- Knowledge of the context of local government in the community.
- Demonstrated experience in understanding business requirements and developing and/or enhancing applications to optimise their potential usage.
- Highly developed skills in the use of the Microsoft suite of products.
- Demonstrated experience and understanding of business process mapping in a computerised environment.
- Highly developed skills in the implementation and coordination of business applications updates, management of process and test plans.

## What success looks like

1. Monitoring and administration of Pathway activities.
2. Provide first and second level support for Pathway and related components.
3. Provide advice, education and training in the use of Pathway.
4. Maintain knowledge base articles and documentation for applications.
5. Troubleshoot, resolve or escalate application, user experience or business impacting issues as required, to the Applications Lead or relevant vendor.
6. Conduct Pathway system changes in accordance with Council’s IT Change Management policy and processes.
7. Promote and maintain professional, efficient and responsive customer service to all internal and external customers ensuring high standards of service in line with Industry Best Practice and established Service Level Agreements.
8. Provide/coordinate support on requests relevant to areas of responsibility within the timelines established, report on status and trends, and where appropriate identify and recommend potential continuous improvement actions.

9. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.
10. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training.

### The expertise you bring (including qualifications and experience)

- Degree or Tertiary qualification combined with relevant experience
- Advanced knowledge and experience in practical application and administration of Infor Pathway

### Key competencies

Interpersonal Savvy	Demonstrates Self Awareness	Communicates Effectively	Ensures Accountability
Collaborates	Optimises Work Processes	Customer Focus	Instills Trust

### OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

### Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> <li>• Head of Technical Services</li> <li>• Applications Lead</li> <li>• Chief Information Officer</li> <li>• Other CIO Heads and Leads as required</li> <li>• Other Council staff as required</li> </ul>	<ul style="list-style-type: none"> <li>• External Service Providers</li> <li>• Industry Experts</li> </ul>

### Accountability and extent of authority

- Contribute to the business application development, reporting, availability and utilisation of Pathway.
- Establishment of productive relationships between Chief Information Office, customers and vendors.
- Provision of accurate advice on established policies, procedures and guidelines on the use of Pathway
- Identification and recommendations of enhancements to Pathway
- Freedom to act set by policies, objectives and budgets; actions taken may have a significant effect on programs or projects, or on public perception of the wider organization
- Have an input into policy development
- Performance monitoring and reporting Pathway
- Manage the software release planning, testing and upgrade processes, as required.

### Judgement & Decision Making

- Make decisions on the day-to-day operations of Pathway according to policies, processes and Standards and regulations.
- This role involves problem solving that may require creativity and innovation to satisfy business requirements.

- A strong emphasis on the ability to use initiative and successfully prioritise tasks to achieve required outcomes.
- Sign off on routine Pathway system fixes or upgrade test and implementation plans.
- Work is specialised with procedures undergoing significant change because of changing technology and statutory obligations, some requiring considerable personal judgement and interpretation.
- Interpret and understand underlying principles of Chief Information Office related policies and procedures.
- Guidance and advice is not always available

## Specialist Skills and Knowledge

- Knowledge and experience with the use of enterprise grade technologies.
- High level of understanding, planning and monitoring of the use of technology as it relates to Chief Information Office.
- Highly developed business support capabilities for corporate applications.
- Well-developed business analyst and investigative skills.
- Demonstrated experience in understanding business requirements and developing and/or enhancing applications to optimise their potential usage.
- Highly developed skills in the use of the Microsoft suite of products.
- Demonstrated experience and understanding of business process mapping in a computerised environment.
- Highly developed skills in the implementation and coordination of business applications updates, management of process and test plans.
- Display a high level of professionalism and discretion in dealing with confidential and sensitive information.
- Understanding of organizational values and the legal and political context
- Knowledge and familiarity of principles and practices of budgeting and accounting/financial procedures.

## Management skills

- Communicate effectively with customers including appropriate handling of difficult customers.
- Manage stakeholders, and create and maintain relationships in order to achieve project outcomes.
- Develop and manage relationships with internal and external stakeholders.
- Coordinate activities, collaborate with other departments and effectively solve issues through discussion, negotiation and teamwork.
- Manage time and set priorities to achieve agreed service levels despite competing priorities.

## Interpersonal Skills

- Work collaboratively as part of a team.
- Interpret and understand user requirements and needs.
- Highly developed written and oral communication skills with the ability to communicate clearly and effectively with all types of customers and levels of management.
- A proactive nature with a willingness to use initiative in order to complete tasks.
- Highly developed skills in solving complex problems and the identification of innovative alternate courses of action.
- Demonstrated commitment to excellent customer service.

## Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council's [Recruiting and Selecting for Excellence](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

## Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	COVID19 vaccination certificate or immunisation history
Reference Check	AU Entitlement to Work	Working with Children Check
Qualification Verification	Current Victorian Drivers Licence	

## About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



## Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold



Do what is right (not what is easy)

## THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



## Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

## Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

## Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

## Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website [www.knox.vic.gov.au](http://www.knox.vic.gov.au) for more information about Knox City Council.