

## ECM System Administrator

### Position Description

<b>Directorate</b>	Finance & Corporate Services	<b>Department</b>	Technology Services
<b>Reports To</b>	Records & Knowledge Management Coordinator	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 5

#### Position Purpose

The ECM Systems Administrator plays a pivotal role for the delivery of information and knowledge management services primarily through the use of Council's Enterprise Content Management System (ECM). Leveraging Council's ECM system, the role optimises seamless document workflow, user access and system security whilst collaborating with teams to customise and implement ECM solutions with complex troubleshooting and technical support. The ECM Systems Administrator ensures that Council's electronic document and records management remains compliant with all legislation, approved standards, policies, and procedures relating the organisations records management obligations. The role must demonstrate a proactive approach, immaculate communication skills and the ability to transform business problems into technology driven solutions.

The ECM Systems Administrator serves empowering organisational efficiency and collaboration through expert administration of Councils ECM system. With a persistent commitment to collaboration and an unwavering focus on detail fostering a seamless and innovative digital environment. The mission strives to stay at the forefront of ECM advancements, contributing to the ongoing enhancement of content management processes for sustained operations excellence.

#### Key Responsibilities and Outcomes

Reach:

- Collaborate with cross-functional teams including key stakeholders, vendors, project managers, and across the breadth of the organisation.

Accountability:

- Ensure optimal functioning of Council's ECM system by monitoring performance and promptly addressing any issues.
- Configure and manage user access controls, permissions, and roles within the ECM systems, adhering to Council security requirements and policies.
- Apply ECM solutions to meet Council's objectives overseeing integrations with other systems for seamless data exchange.
- Troubleshoot and resolve technical issues related to ECM system promptly, collaborating with relevant teams to minimise downtime and disruptions to document workflows.

- Maintain comprehensive documentation of ECM configurations and processes, ensuring compliance with all legislation, approved standards, and policies.
- Collaborate with the Technology Services Department training team as required.
- Proactively identify opportunities for process improvement within content management, contributing to the evolution of ECM practices.

**Main Tasks:**

- Assist management with ECM system administration by offering guidance, creativity, and problem-solving techniques.
- Make sure that all laws, regulations, guidelines, policies, and procedures pertaining to the organization's records management responsibilities are followed.
- Serve as a staff resource for information and referrals regarding matters pertaining to records and knowledge management.
- In accordance with the Queensland State Archives documents Governance Policy, advise the organisation on obligations for documents destruction and retention.
- Perform system testing and technical analysis of system changes.
- Undertake a range of project activities in support of the work delivered by the department.
- Assist in configuring and optimising ECM system based on Council requirements ensuring business objective alignment.
- Manage User roles, permissions, and access controls within ECM system to maintain data security and privacy.
- Troubleshoot, assist, and resolve technical issues promptly relating to ECM as required.
- Maintain thorough documentation of ECM configurations by proactively updating and reviewing procedures ensuring transparency and knowledge sharing.
- Work closely with cross functional teams and departments to coordinate system upgrades, patches and enhancements ensuring seamless integration with IT.

**Our Values**

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours.



**Decision Making**

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

**Knowledge & Experience**

**Autonomy:**

- Works under general direction within a clear framework of accountability.
- Uses substantial discretion in identifying and responding to complex issues and assignments as they relate to the deliverable/scope of work.

- Determines when issues should be escalated to a higher level.
- Plans, schedules and monitors work to meet given objectives and processes to time and quality targets.
- Relevant business area of expertise or experience in a similar role with three to five years of experience.

#### Influence:

- Interacts with and influences colleagues.
- May oversee others or make decisions which impact routine work assigned to individuals or stages of projects.
- Has working level contact with customers, suppliers and partners.
- Understands and collaborates on the analysis of user/customer needs and represents this in their work.
- Contributes fully to the work of teams by appreciating how own role relates to other roles.

#### Complexity:

- Work includes a broad range of complex technical or professional activities, in a variety of contexts.
- Investigates, defines and resolves complex issues.
- Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.

#### Business Skills:

- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners.
- Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.
- Demonstrates an awareness of risk and takes an analytical approach to work.
- Contributes specialist expertise to requirements definition in support of proposals.
- Shares knowledge and experience in own specialism to help others.
- Security, privacy and ethics, fully understanding the importance and application to own work and the operation of the organisation.
- Engages or works with specialists as necessary.

#### Knowledge:

- Has sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information.
- Has an appreciation of the wider business context.
- Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge.
- Absorbs and critically assesses new information and applies it effectively.

#### Professional Skills:

- **Information Security:**  
Applies and maintains specific security controls as required by organisational policy and local risk assessments.
- Communicates security risks and issues to business managers and others. Performs basic risk assessments for small information systems.
- Suggests alternate solutions or countermeasures to mitigate risks.

#### Audit:

- Adopts a structured approach to executing and documenting audit fieldwork, following agreed standards.
- Maintains integrity of records to support and satisfy audit trails.
- Identifies typical risk indicators and explains prevention measures.

#### Risk Management:

- Carries out risk management activities within a specific function, technical area or project of medium complexity.
- Identifies risks and vulnerabilities, assesses their impact and probability, develops mitigation strategies and reports to the business.
- Involves specialists and domain experts as necessary.

#### Teaching:

- Delivers the majority of a curriculum.
- Applies good practice in learning content design, development and delivery. Maintains awareness of relevant pedagogical and domain research.
- Assesses student performance across a curriculum. Provides feedback and support to help students improve their understanding.

#### Knowledge Management:

- Develops and implements knowledge management processes and behaviours.
- Provides advice, guidance, and support to help people to adopt and embed knowledge management.
- Contributes to the definition of policies, standards, and guidelines for knowledge management.
- Evaluates and selects knowledge management methods and tools.
- Promotes collaborative technologies processes and behaviours to facilitate sharing of ideas and work-knowledge.
- Shares ideas and examples of existing practices. Implements knowledge management at programme, project and team level.

#### Specialist Advice:

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Actively maintains knowledge in one or more identifiable specialisms.
- Recognises and identifies the boundaries of their own specialist knowledge.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

#### Acceptance Testing:

- Develops acceptance criteria related to functional and non-functional requirements, business processes, features, user stories and business rules.
- Designs, specifies and executes test cases and scenarios to test that systems, products and services fulfil the acceptance criteria and deliver the predicted business benefits.
- Collaborates with project colleagues and stakeholders involved in the analysis, development and operation of products, systems or services to ensure accuracy and comprehensive test coverage.
- Analyses and reports on test activities, results, issues and risks including the work of others.

#### Application Support:

- Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues, collect performance statistics and create reports.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*