

**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES
ENJOY A VIBRANT LIFESTYLE**

Business Systems Administration Lead

Division	Finance and Corporate Services	Department	Financial and Project Services
Reports To	Digital Business Systems Coordinator	Direct Reports	Yes

Position Purpose

This position will provide technical advice and implement effective systems administration services to enhance the organisational capability of Moreton Bay Regional Council by maximising the value of corporate systems, in order to meet the needs of the community within the Moreton Bay Regional Council area.

Key Responsibilities and Outcomes

Operational

As a leader you will:

- Act as a point of contact for system administration matters by providing expert advice, innovation and problem solving for management.
- Provide leadership, motivation, and guidance to the systems administration team to ensure user needs and security/compliance requirements are met.
- Guide and direct efforts to improve corporate systems through effective vendor and staff relationships.
- Undertake projects to leverage the most value from corporate systems whilst meeting business requirements.
- Organise upgrade schedules and user acceptance testing of the corporate systems including automated test services and departmental test plans.
- Ensure the integrity of information stored within corporate systems.
- Ensure security and compliance requirements are met.
- Oversee the creation and maintenance of software, multi-system integrations and interfaces, configuration and related procedural documentation.
- Understand and administer the software licensing and maintenance support agreements with Council's vendors to ensure compliance.
- Develop team capability to drive a high performance, continuous improvement and customer focused culture.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

Decision Making

Budget - Nil

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.



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Knowledge & Experience

- Sound knowledge of system integrations and interfaces to leverage the most from corporate systems along with effective on-going support and maintenance.
- Ability to understand and interpret metrics for monitoring performance and reliability of the systems.
- Significant experience in supporting a complex technical environment and in implementing major new ICT systems.
- Well-developed skills in business analysis, system analysis and corporate system administration.
- High level people and relationship skills with demonstrated ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service and managing vendor relationships.
- Strong experience in building productive relationships at all organisational levels across a range of departments driving collaborative outcomes.
- Comprehensive experience managing and driving high team performance.

Qualifications

- Degree in Business or IT, or extensive experience in a similar role.

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.