

Office of the Chief Information Officer

Business Systems Analyst (FIND) – Statement of Duties

Objective

The position contributes to maintaining and supporting the Fines and Infringement Notices Database (FIND) information system within the resources provided and in accordance with policies approved by relevant management committees on behalf of their business owners.

Duties

- Provide daily monitoring and support services to keep FIND operating, including analysis of FIND system functions and performance, analysis of reported defects, triaging defects and maintenance tasks, coordinating the testing and implementation of defect fixes and maintenance tasks.
- Coordinate general system maintenance tasks, including defect fixing, with private sector contractors, Government departments, FIND system users, and other relevant stakeholders.
- Analyse and resolve complex system problems. Propose system changes that are well aligned with business requirements and the FIND Design Philosophy.
- Coordinate the testing and implementation of new software fixes and releases. Specify tests, provide advice on testing, analyse and report on test results, in consultation with the Senior Business Systems Analyst (FIND). Maintain FIND testing environments.
- Provide instructions to resolve issues that arise in the use of FIND.
- Contribute to the development and maintenance of FIND System Library documents, including Design Documents, Use Cases, Business Rules, Screen Documents, training manuals, user manuals, standards and guidelines, test plans etc.
- The incumbent can expect to be allocated duties not specifically mentioned in this document that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Level of responsibility

- You are expected to act on your own initiative with regard to day-to-day activities and exercise independent judgement to resolve complex system issues.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- General supervision received from the System Manager (FIND).
- Expected to be able to use appropriate initiative and exercise judgement in resolving issues and providing advice.

Selection criteria

1. Demonstrated experience in the maintenance of business systems which are dependent on information technology.
2. High level capability in the analysis of system changes and defects, managing rectification of defects, managing issues and tasks in accordance with service level agreements.
3. Well-developed analytical, conceptual, problem solving and research skills.
4. High level written and verbal communication skills, including the ability to liaise with stakeholders, negotiate and resolve conflict.
5. Strong organisation skills, including the ability to prioritise tasks and meet strict deadlines.

Essential requirements

- Nil

Desirable requirements

- Relevant tertiary qualifications such as Bachelor of Information Systems or Bachelor of Business majoring in Information Systems, or similar.
- A current Tasmanian Drivers Licence.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Position Summary

Title	Business Systems Analyst (FIND)
Number	355987
Award	Tasmanian State Service
Classification	General Stream Band 5
Division	Corporate, Strategy and Policy
Full Time Equivalent	1.0
Output Group	Office of the Chief Information Officer
Branch	Information and Communication Technology (ICT)
Supervisor	System Manager (FIND)
Direct Reports	Nil
Location	Rosny
Position category and funding	T552