



Position Snapshot

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| Position Title: | System Administration Analyst |
| Business/Division/Department: | Loyalty Operations |
| Location: | Sydney Grosvenor Place |
| Reports to: | System Administration Team Leader |
| Direct reports: | 0 |
| Date: | June 2018 |

Overall Impact Statement

The Loyalty Platform is the core system for our program, managing our business rules and program member information.

Assess and execute the configuration changes required by the business including new partner set ups, promotion configurations and general updates to existing partners, ensuring accuracy and timely delivery to enable business strategic initiatives and enhance member experience.

Participation and execution of testing and validation of configuration and platform enhancements to the platform ensuring quality control and accuracy.

Perform platform maintenance tasks ensuring that the platform is kept up to date and managed.

Assist in the development and maintenance of internal documentation and guides for the configuration of the Loyalty Platform.

Assist in the production of end of month reports and activities and field ad hoc reporting requests.

Perform audits and checks on the platform ensuring quality and accuracy is maintained at all times.

You will play a pivotal role in the organisation in being the enabler of strategic and tactical initiatives with our partners and program as a whole.



Organisation Context

Virgin Australia Group is a major Australian airline group that operates domestic and international regular passenger services, charter and cargo services and the loyalty program Velocity Frequent Flyer. It is proud of its reputation for exceptional customer service.

The Group employs around 9,500 people in Australia, New Zealand, the United States and the United Kingdom. We pride ourselves on recruiting the right people into the right roles and we're always looking for team members in all specialties to join our award winning team.

Virgin Australia Group team members are passionate believers in better. When we live our shared values of Heart, Spirit, Imagination and Collaboration, we can do things that most people would think impossible.

As a result every person that we come into contact with; our guests, our customers, our colleagues and the community will feel and experience better outcomes, based on the interactions we have with them.

Key Accountabilities

Assess change requests relating to the Loyalty Platform configuration and provide impact assessments

Produce, manage and review impact assessment for configuration changes to the Core Loyalty Platform

Configure changes required by the business into the Loyalty Platform in the agreed timeframe with meticulous accuracy

Conduct robust testing for BAU, projects or enhancements to ensure quality, accuracy and the overall business objectives are met

Audit configuration changes performed by the team ensuring quality and accuracy is maintained

Monitor the progress of ticket requests with Vendors to ensure responses are provided in a timely manner within agreed SLA's



Key Requirements

| Essential | Desirable |
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| <p>Attention to detail and meticulous accuracy in data entry/configuration and ability to concisely document processes and impact assessments.</p> <p>Understanding of Project Management concepts</p> <p>User Acceptance testing experience including documentation of test cases and execution</p> <p>Understanding of the Airline industry and Loyalty Programs.</p> <p>Previous System Administration/Configuration experience.</p> | <p>Business Analyst experience</p> <p>Tertiary Degree or similar in related discipline</p> |



Competencies

| Role Competency Requirements | |
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| Competency Name | Behavioural Descriptors |
| Delight Customers | <ul style="list-style-type: none"> Initiates customer centric solutions Seeks to enhance customer experiences and improve outcomes Seeks and identifies opportunities to surprise and delight customers (internal and external) Supports digital transformation initiatives and understands how they can improve processes and customer interactions |
| Communicate and Engage | <ul style="list-style-type: none"> Influence others through own actions (e.g. lead by example) Empower and inspire others to take action without direct control Simplifies complex concepts and arguments Communicates convincingly, anticipating varied audience needs and adapting style Explores and leverages new channels of communication for maximum impact |
| Connect and Partner | <ul style="list-style-type: none"> Builds trusting, cooperative partnerships, supporting others in challenging situations Embraces collaboration and connection beyond organisation boundaries Actively seeks opportunities to partner with others to achieve extraordinary outcomes Checks and aligns own work with team goals |
| Embrace Change | <ul style="list-style-type: none"> Embraces change, seeing it as an opportunity to drive business improvement Acts as a change advocate, sharing information and promoting change to others Displays resilience and flexibility, remaining focused on achieving outcomes |
| Innovate and Improve | <ul style="list-style-type: none"> Identifies issues in existing systems and processes that may not be obvious to others Challenges the status quo and offers progressive ideas and solutions Recognises ideas of all stakeholders and encourages innovative approaches Embraces digital opportunities in data analytics to improve processes and customer insights |



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| Diversity of Thinking | <p>Encourages others to bring whole self to work and contribute freely to support creativity and understanding of customers and stakeholders</p> <p>Builds empathy and understanding of different people, integrating diverse perspectives into approaches and outcomes</p> <p>Expresses own point of view and challenges basic assumptions</p> |
| Strategy and Direction | <p>Achieves objectives within own job area to deliver results aligned to the Group's strategy</p> <p>Promotes team understanding of Group's purpose and strategy and contribution of work to the Group's direction</p> <p>Considers whether short term goals support long term objectives</p> |
| Drive Business Outcomes | <p>Demonstrates persistence and perseverance in the face of obstacles</p> <p>Shows personal accountability for achievement of job-specific outcomes</p> <p>Recognises the implication of organisational issues, identifying potential impact on achievement of own and team goals</p> <p>Identifies the processes, tasks and resources required to achieve an outcome and plans accordingly</p> |
| Motivate Self and Others | <p>Seeks and provides feedback and opportunities to learn, valuing contribution of self and others</p> <p>Promotes and encourages excellence, growth and autonomy in self and others</p> <p>Applies learning from previous experiences to improve future approaches and solutions</p> |

