



## Information Analyst

### Position Detail

<b>Reports To</b>	Information Analyst	<b>Group</b>	Enterprise Services
<b>Classification</b>	ASA 6	<b>Location</b>	Brisbane or Canberra
<b>Reports – Direct Total</b>	Nil		

### Organisational Environment

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers, and provide air navigation services across 11 per cent of the world's airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports, and provide aviation rescue fire fighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value, and embedding new ways of working and technology investments to further innovate and optimise.

### Primary Purpose of Position

As **Information Analyst** you will be responsible for stakeholder engagement and business process improvement of business area recordkeeping and information management.

### Accountabilities and Responsibilities

#### Position Specific

- Communicate records management responsibilities to all business areas and promotion of the value of information and records management including knowledge sharing, acquisition and creation.
- Strategic planning for expanding EDRMS/ECMS user base and functionality
- Supporting the business by assisting with Business Process Reviews (BPR) for EDRMS/ECMS implementation
- Requirements management
- Conducting business analysis to convert existing processes into electronic processes using system functionality.
- Conduct and maintain mapping of business systems to ensure appropriate consideration has been given to the planning, purchase and implementation of systems to align with legislative recordkeeping requirements
- management and development of business cases, procurement documentation and other documentation needed to seek necessary approval to proceed with projects

- Liaise with key stakeholders in relation to their information management needs to ensure information systems and processes are fit for purpose, support information as an enabler and provides evidence of business activities.

#### People

- Maintain an effective working relationship with other Airservices staff to ensure that there is effective coordination of all activities in support of organisational objectives
- Provide ongoing professional service support to the Records team and other Airservices business groups.
- Demonstrate Airservices values of Excellence, Inclusion, Cohesion, Initiative and Courage.

#### Compliance, Systems and Reporting

- Complying with all Airservices' policies and procedures, and applicable Australian laws.

#### Safety

- Demonstrate safety behaviours consistent with enterprise strategies

### Key Performance Indicators

#### Efficient, Effective and Accountable

- Contributions to the continuous improvement of Enterprise Reporting and Transactional Services procedures.
- Build trust through positive cultural behaviour.

#### Commercial

- Nil

#### Safety

- Compliance with safety, risk, environmental and any other standards

### Key Relationships

- Managers and staff within Enterprise Reporting and Content Management group.
- Managers, Team leaders and employees across Airservices.
- Internal and external stakeholders.

### Skills, Competencies and Qualifications

- Experience and skills in customer service and/or stakeholder engagement;
- Demonstrated ability to conduct and implement business process review;
- Knowledge of recordkeeping policies, procedures and systems (EDRMS/ECMS)
- Excellent communication skills, including written and verbal skills, as well as good networking skills.
- Ability to identify and implement efficiencies in a records management environment

### Performance Standards and Behaviours

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

- Treating everyone with dignity, respect and courtesy
- Acting with honesty and integrity
- Acting ethically and with care and diligence
- Complying with all Airservices' policies and procedures, and applicable Australian laws

- Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
- Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.