



# Position Description

## Senior Systems Officer

Division of People and Culture

Division of People and Culture Systems team

**Classification** Level 7

**Workplace agreement** [Charles Sturt University Enterprise Agreement](#)

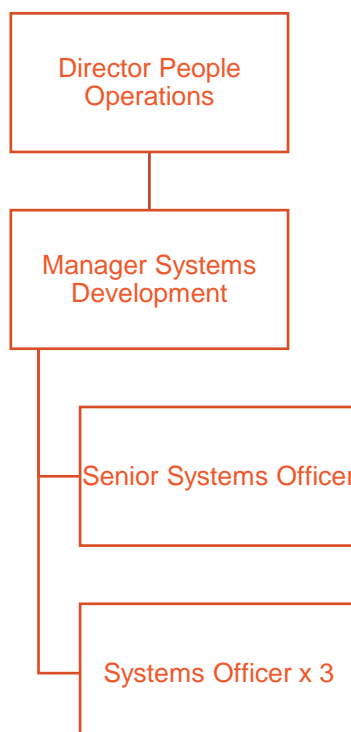
**Date last reviewed** October 2024

## Division of People and Culture

### People and Culture Systems

The Division of People and Culture plays a key strategic role in building a collaborative environment where staff can excel, with a respectful and inclusive culture that values everyone. We are focused on building leadership capability, staff engagement, professional development opportunities, and addressing our future needs through workforce planning and talent management initiatives. We support, empower, and inspire our people to deliver excellence and contribute to the achievement of Charles Sturt's strategic initiatives.

### Organisational chart





## Reporting relationship

**This position reports to:** Manager Systems Development

**This position supervises:** N/A

## Key working relationships

- Division of People and Culture
- Division of Information and Technology
- Division of Finance and Payroll
- Application Vendors
- Industry Groups

## Position overview.

The Senior Systems Officer plays a crucial role in ensuring the Division of People and Culture's systems are secure, efficient, and aligned with the University's needs. The position exists to manage and maintain these systems, providing technical expertise to resolve complex issues, implement system improvements, and ensure stakeholders can effectively use the technology. The Senior Systems Officer ensures that systems are not only operational but also contribute to the University's strategic goals. Clear communication and collaboration are essential to delivering timely solutions and maximising the benefits of the systems.

## Principal responsibilities

- **Values:** Consistently embody the University's values in behaviour and decision-making, while encouraging inclusivity and collaboration to foster a safe and respectful work environment.
- Maintain and monitor the functionality of People and Culture systems by interpreting queries, investigating, and resolving complex system problems, diagnosing root causes and implementing effective solutions.
- Communicate effectively with stakeholders on problem resolution, progress, and expected completion times while safeguarding confidentiality.
- Work independently to drive technical aspects of business and system improvements by gathering requirements from key stakeholders and developing solutions. Clearly communicate project scope, benefits, and timelines to stakeholders, ensuring successful implementation while adhering to confidentiality and privacy standards.
- Offer technical support and guidance to Systems Officers and stakeholders, effectively communicating complex technical details to non-technical audiences. Work collaboratively to ensure the successful implementation of solutions that meet both business needs and compliance requirements.
- Manage system integrations, upgrades, and patches, ensuring compatibility with other business systems and adherence to privacy, security, and audit obligations.
- Build and maintain an effective network with external institutions using similar systems, staying informed of best practices and innovations that can be applied to enhance the University's systems.



- Develop and maintain reporting solutions that meet internal and external requirements, ensuring accurate HR data availability. Communicate clearly about reporting capabilities, timelines, and limitations, while ensuring compliance with legislative and privacy obligations and maintain confidentiality.

## Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
<b>Innovates</b>		
<b>Navigates Complexity</b>	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence self
<b>Creates Innovative Solutions</b>	Uses methodologies that open up creative thinking and transform ideas into actionable plans and strategies. Reflects on outcomes and drives ongoing improvement.	Influence self
<b>Optimises Digital Environment &amp; Data</b>	Builds own knowledge of new technologies, adopts appropriately and uses data to draw insightful conclusions.	Influence others
<b>Connects</b>		
<b>Communicates with Influence</b>	Listens to understand the position of others and leverages effective communication and negotiation skills in order to influence and navigate toward mutually beneficial outcomes.	Influence others
<b>Achieves</b>		
<b>Plans and Prioritises</b>	Effectively plans and aligns priorities with strategy. Effectively allocates and utilises resources to achieve goals.	Influence self
<b>Drives Impact</b>	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence self

## Physical capabilities

The incumbent may be required to perform the following.

- Work at a computer-based workstation and operate other typical office equipment
- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's Driver Safety Guidelines.



## Selection criteria

### Essential

- A. A degree in IT or computer science with at least 4 years of relevant IT experience, or an equivalent level of IT knowledge gained through other education, training, or experience.
- B. Demonstrated experience providing technical support for aPay/ Ascender or similar payroll applications, with a strong commitment to delivering effective and efficient user support.
- C. Strong interpersonal, communication, negotiation, and influencing skills, with a focus on providing technical support and guidance to team members and stakeholders.
- D. Proven high-level problem solving and analytical skills applied in a technology environment.