

Office of the Chief Information Officer

Business Systems Support Officer - Statement of Duties

Objective

The position maintains and supports selected Justice Information Systems in accordance with the policies approved by the Department and within allocated resources and agreed timeframes.

Duties

- Provide daily business system support services, including advice on issues associated with Agency business systems and projects with information management and technology components.
- Manage the changes to corporate business applications through established change and release management processes, while effectively and harmoniously liaising between Business Unit representatives, Application Developers and ICT Services staff.
- Perform System testing and coordinate structured User Acceptance testing.
- In consultation with stakeholders, develop Business System Management plans for the Department's business systems and support those systems in accordance with these plans.
- Coordinate contractors providing third-level support and monitor associated Service Levels.
- Develop and implement complex reports based on data recorded in business information systems, including the development of database objects to facilitate this process.
- Develop and deliver training in the use of business information systems to local system administrators and develop and maintain system management procedures, troubleshooting articles and associated documentation.
- Perform any other assigned duties that are at classification level and within the employee's competence and training.

Level of responsibility

- The occupant is expected to act on their own initiative with regard to day-to-day activities and exercise independent judgement to resolve complex systems issues, within the organisational and process framework provided by the Manager.
- 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 Business Systems Management & Support Manager.
- Expected to be able to use appropriate initiative and exercise judgement in resolving issues and providing advice.

Selection criteria

1. Experience in the concurrent support of multiple business critical IT systems, including coordination of contracted services and monitoring of SLAs.
2. Proven ability to liaise effectively and harmoniously with stakeholders to investigate, analyse and appropriately document business requirements, functional and technical specifications.
3. A proven ability to follow change and release management processes and practices, including coordination of software development, user acceptance testing, test plan creation, implementation, and assisting business representatives in the transition to new or amended systems.
4. Demonstrated ability to extract, analyse and report on information systems data using T-SQL, Microsoft Office products, SQL Reporting Services, and other reporting tools.
5. Well-developed coordination and organisational skills, with a proven ability to resolve conflicting information and priorities constructively to deal effectively with competing demands in an environment subject to work pressures and change.
6. Well-developed proven interpersonal communication and conflict resolution skills, the ability to liaise effectively with a diverse range of individuals and work positively and selflessly within an integrated team environment.

Desirable requirements

- Bachelor of Information Systems or Bachelor of Business majoring in Information Systems and/or at least 5 years of experience in a similar or relevant role.
- Driver's licence.
- Experience in SQL Server Management Studio, T-SQL, SQL Reporting Services, Power BI, data-driven Excel reports, pivot tables, Crystal Reporting & Web technologies, Business Analysis, Software Development Lifecycle.

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 Support Officer
Number	357052
Award	Tasmanian State Service Award
Classification	General Stream Band 5
Division	Strategy, Governance & Major Projects
Full Time Equivalent	1.0 FTE
Output Group	Office of the Chief Information Officer
Branch	Information & Communication Technology Services (ICT Services)
Supervisor	Manager, Business Systems Management & Support
Direct Reports	Nil
Location	Rosny Park
Position category and funding	A055