

## APPLICATION GUIDELINES

***These guidelines are provided to assist you in submitting your application for the advertised position with the City of Greater Bendigo. Please ensure that you read the instructions carefully, prior to submitting your application***

Attached is a position description which will provide information on the advertised position. If you require any further information regarding this position, please contact **Michael Smyth, Manager Information Management** on **(03) 5434 6121**.

Applications must be received by close of business **Monday 1<sup>st</sup> July, 2013**. Applications will be short listed for interview based on the responses to the selection criteria.

Applications should be marked 'Confidential' and may be submitted by:

**Apply Now:** Select the Apply Now button and follow the prompts  
**(Preferred option)**

**Email:** [recruitment@bendigo.vic.gov.au](mailto:recruitment@bendigo.vic.gov.au)

**Post:** HR / Recruitment Officer  
City of Greater Bendigo  
PO Box 733, BENDIGO 3552

**In person to:** 195-229 Lyttleton Terrace, Bendigo

Please ensure that your application includes:

- A copy of your current resume, including contact details for two (2) work related referees (referees will only be contacted after a personal interview has been conducted.)
- Covering Letter
- A statement addressing each selection criteria.

Please note: if your application is successful we will require the following documents prior to commencement:

- Birth Certificate or Extract **and** any formal registration of name changes such as a Marriage Certificate, or deed poll documentation (if name is different on Birth Certificate/Extract).
- Current Driver's Licence
- If your birthplace is outside Australia, documents proving you are legally able to work in Australia, i.e. Evidence of citizenship/permanent residency status or working visa.

**For further information on Bendigo, please visit our website at [www.bendigo.vic.gov.au](http://www.bendigo.vic.gov.au)**

**Again, thank you for your interest in this position; we look forward to receiving your application.**

**Our core values are aspiring to quality and achievement in everything we do by:  
Embracing challenges,  
Encouraging and respecting each other,  
Nurturing creativity and diversity  
to make a difference in our community.**

<u>POSITION TITLE:</u>	<b>SYSTEMS ADMINISTRATOR</b>
<u>EMPLOYMENT STATUS:</u>	<b>FULL TIME, ONGOING</b>
<u>CLASSIFICATION:</u>	<b>BAND 6</b>
<u>SALARY RANGE:</u>	<b>\$68,065 - \$74,177 + SUPER</b>
<u>UNIT:</u>	<b>INFORMATION MANAGEMENT</b>
<u>DATE REVIEWED:</u>	<b>APRIL 2013</b>

### **The Unit**

The City of Greater Bendigo (CoGB) Information Management Unit is positioned within the CoGB Organisation Support Directorate. The Directorate is focused on delivering innovative solutions for the organisation.

The Information Management Unit's role is to deliver an effective and professional information and communication systems service to the organisation. The service incorporates up-to-date Information and Communications Technology, a strategic approach to maintenance and development of relevant systems, and internal customer focused support.

### **POSITION OBJECTIVES:**

Key position objectives are to:

- System Administration of CoGB's core software systems.
- Provide a Helpdesk Service to all users of software systems.
- Identify and resolve issues in software systems.
- Deliver training in the use of software systems.

### **KEY RESPONSIBILITIES & DUTIES:**

- Ensure software systems are utilised to capacity and extend knowledge to other staff members throughout CoGB units.
- Implementation of new functionality in software systems in consultation with identified system module managers and users.
- Implementation of other software products where required.
- Identify and resolve operational issues in software systems.
- Provide support to other system administrators as required by developing skills to administer multiple systems.
- Develop SQL Scripts to assist with problem resolution and data extraction.
- Identify, scope and implement solutions in software systems to streamline business processes as identified within IT.
- Develop and present training sessions and related material to system users as a component of the overall CoGB training program coordinated by the People and Performance Unit.



- Develop on-line training tools and documentation on the utilisation of systems as a component of the overall CoGB training program coordinated by the People and Performance Unit.
- Upgrade systems and assist with upgrades of systems.
- Liaise with key users to develop appropriate test plans to ensure all upgrades are fully and successfully tested before installation into Production environments.
- Liaise with external system suppliers, including relevant helpdesks, for example Technology One and Infor Helpdesks.
- Be pro-active in suggesting developments which could enhance the use of systems.
- Adhere to human resources, occupational health and safety and risk management policies, procedures and practices.

### **Team Responsibilities**

- Operate as an effective member of the Information Management unit, and contribute to the achievement of team and unit objectives through achieving set targets
- Actively build and maintain morale levels through open communication and activities that foster a sense of team unity
- Participate in internal committees and external industry networks as required
- To promote, implement and adhere to human resources, occupational health and safety and risk management policies, procedures and practices.
- Other duties as directed.

### **ORGANISATIONAL RELATIONSHIPS:**

Reports to:	Business Systems Coordinator
Manages/Coordinates:	NA
Internal Liaisons:	Information Technology staff, and all system users.
External Liaisons:	Infor, Technology One, other software suppliers SIG Members.

### **ACCOUNTABILITY & EXTENT OF AUTHORITY:**

- Efficient, accurate and timely processing of all tasks undertaken.
- Effective and efficient utilisation of software systems.
- Develop and provide staff training in system utilisation.
- Accountable for the provision of specialist advice to managers and staff on utilisation of software systems with freedom to act within professional boundaries and CoGB policies and procedures.

### **JUDGEMENT & DECISION MAKING:**

- Freedom to act in the delivery of support services to all staff, within the constraints agreed with Coordinator and within the parameters of the role.
- Work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.
- The work is not always clearly defined and the duties may be carried out independently using skills and knowledge



- The work involves identification of problems and issues, research and application of the appropriate course of action.
- Guidance and advice is usually available.

#### **SPECIALIST SKILLS & KNOWLEDGE:**

- Demonstrated ability to identify, scope, research and implement solutions.
- Research, analytical and problem solving skills.
- Skills in SQL script development.
- Appropriate skills to enable a supporting role in the management of COGB's software systems.
- Proven ability to apply planning, session design and communication skills to deliver appropriate materials in induction sessions, training and related functions of the role.
- Some knowledge of accounting principles, procedures and processes.

#### **MANAGEMENT SKILLS:**

- Skills in managing time, setting priorities, planning and organising work.
- Demonstrated skills and ability to train and develop staff.
- Demonstrated skills to be pro-active and show initiative.
- Meet objectives within time constraints and conflicting demands
- Identify issues and proven ability to problem solve.
- Project management skills, including the ability to manage concurrent projects.

#### **INTERPERSONAL SKILLS:**

- Ability to identify customer needs and expectations, determine the appropriate action and respond accordingly.
- Ability to deal confidently and communicate effectively and professionally with senior management and to deal with people at all levels.
- Well developed written skills including the ability to prepare and provide high quality, accurate documentation and reports.
- Well developed verbal communication skills, to enable knowledge transfer through training of other staff
- Ability to work as part of a team or independently.
- Ability to gain co-operation of staff and external contacts.

#### **QUALIFICATIONS & EXPERIENCE:**

- Tertiary degree qualifications or similar in a relevant discipline and/or demonstrated experience in the systems administration of Financial, HR/Payroll, document management, corporate reporting and Land Information Systems and/or demonstrated experience in SQL script development.
- Demonstrated proficiency in project management.
- Excellent research, organisational and time management skills.
- Extensive knowledge of and proficiency in use of Microsoft Office Suite.

**Key Selection Criteria:**

- Extensive experience in systems administration, in particular relating to Financial, HR/Payroll, document management, corporate reporting and LIS Systems.
- Demonstrated ability to identify, scope, research and implement solutions.
- Proven interpersonal and communications skills, both verbal and written.
- Demonstrated ability and experience in identifying systems improvements, determining appropriate action and facilitating implementation of successful outcomes.
- Time management skills and ability to identify priorities and self manage workloads.