

Position Description – Applications Administrator

POSITION DETAILS

Department / Team: Information Management & Governance	Reports to (title): Lead Business & Information Analyst
# Direct Reports: 0	# Indirect Reports: 0
Location: Corporate office, Brisbane	Salary Banding: AO7

THE CROSS RIVER RAIL PROJECT

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: www.crossriversrail.qld.gov.au

OUR VALUES & BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project.

ROLE OVERVIEW

The Applications Administrator is responsible for the functional system administration of information management applications including Content Manager (TRIM), InEight Document (TeamBinder), Absorb Learning Management System (LMS), Martian Logic (HRIS) and ProjectWise (Bentley). This role is responsible for configuration development and management, business process automation, provision of advanced application support, end-user training, and continuous improvement. Additionally, the role is responsible for ensuring compliance with records management and privacy legislation through diligent auditing, monitoring, reporting and adherence to regulatory standards.

The Application Administrator collaborates with internal and external stakeholders to optimise system performance, undertake system upgrades and patches, and maintains comprehensive documentation to uphold system integrity and security.

This role reports to the Lead Business & Information Analyst within the Information Management & Governance stream of the Cross River Rail Delivery Authority (Delivery Authority).

KEY RESPONSIBILITIES

- **System Administration:**
 - Implement and maintain best practice dataset configuration, including access and security management, for multiple dataset environments for applications including Content Manager (TRIM), InEight TeamBinder - Document, Absorb LMS, Martian Logic (HRIS) and ProjectWise (Bentley).
 - Ensure configuration documentation remains current for the TRIM, TeamBinder, Absorb LMS, Martian Logic (HRIS) and ProjectWise production datasets and scheduled sandbox updates are managed.
 - In collaboration with the IT Department, ensure system integrity, security, and availability for the above applications.
 - Perform scheduled system updates, patches, and upgrades for TRIM, TeamBinder, Absorb LMS, Martian Logic (HRIS) and ProjectWise.
 - Troubleshoot and resolve system issues for end users and stakeholders in a timely manner and in accordance with defined Service Level Agreements (SLAs) using JIRA.
 - Liaise with third party vendors, as required and in accordance with defined support models.
- **Records Management:**
 - Provide expert advice on records management practices and actively assist end users with how to appropriately manage records in TRIM, TeamBinder, Absorb, Martian Logic and ProjectWise.
 - Ensure records are managed in accordance with relevant policies and records management and privacy legislation.
 - Ensure records have appropriate security classification labels, access controls and retention schedules applied.
 - Conduct regular audits to ensure compliance with records management policies and standards.
- **User Support and Training:**
 - Provide training and support to users, as required.
 - Develop user guides and training materials, as required.

- Maintain and manage training records, as required.
 - Undertake advanced issue resolution for complex Helpdesk issues in accordance with agreed SLAs.
- Auditing and Reporting:
 - Conduct regular audits of system usage, data integrity, security and access.
 - Generate and analyse reports on system performance, usage and compliance.
 - Identify and address any discrepancies or issues found during audits.
 - Provide monthly reports to management on system status, performance and compliance.
- Project Management:
 - Technically lead projects related to system enhancements/upgrades, consulting with the IT Department, vendors, end users and stakeholders as required.
 - Collaborate with the IT Department on any projects that involve integrations with TRIM, TeamBinder, Absorb LMS, Martian Logic and ProjectWise.
 - Coordinate with stakeholders to gather requirements, use cases and facilitate User Acceptance Testing as required.
 - Monitor project progress and manage project risks.
- Continuous Improvement:
 - Identify opportunities for system, configuration, process, compliance and training improvements.
 - Implement best practices to enhance system efficiency, user experience and compliance.
 - Stay updated with the latest developments in system administration for TRIM, TeamBinder, Absorb LMS, Martian Logic and ProjectWise.
 - Ensure records management and privacy knowledge is updated and maintained in accordance with the legislative and regulatory changes introduced in 2025 and beyond.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

KEY COMPETENCIES

- Strong knowledge of Content Manager (TRIM) and InEight (TeamBinder) is essential.
- Experience with Absorb LMS, Martian Logic (HRIS) and Project Wise is highly desirable.
- Experience in delivering TRIM training to staff is essential.
- Excellent problem-solving and troubleshooting skills.
- Strong understanding of records management principles and legislation.
- Ability to conduct audits and generate detailed reports.
- Effective communication and training skills.
- Project management experience.
- Ability to work independently and as part of a team.



- Relevant tertiary qualifications or industry certification in Information Technology, Records Management Information Management will be highly regarded. Experience in a government or public sector similar environment is highly desirable.