



POSITION DESCRIPTION

Position Title:	Business Systems Analyst		
Classification:	Band 7	Status	Full Time – Maximum Term
Group:	Corporate Services	Business Unit:	Business Transformation & Customer
Reports to:	Manager – Business Transformation & Customer		
Direct Reports:	Nil	Date:	October 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

The objective of this role is to enhance our organisation's efficiency and effectiveness by analysing diverse business processes and informing the strategic configuration of our software systems. The Business Systems Analyst will be instrumental in translating operational requirements into practical technological solutions, ensuring our digital tools are fully optimised to support our staff and maximize our positive impact in the community we serve.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Process Analysis & Improvement: Analyse existing business processes and business system use across our diverse services to identify inefficiencies, pain points, and opportunities for improvement. Create detailed process maps and workflows to document current and future states.



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Requirements Gathering & Documentation: Collaborate with staff and management to gather, define, and document business and functional requirements for software changes, new features, and system improvements.

Software Configuration: Configure, customise, and maintain our suite of business software platforms to align with documented requirements in partnership with business subject matter experts (SMEs) and IT. This includes setting up new modules, custom fields, automation rules, and dashboards.

Implementation & Testing: Develop and execute test plans to ensure all new configurations and system changes are working correctly before deployment. Manage the rollout of new features and updates to end-users.

Training & Support: Develop and deliver training sessions, user guides, and support documentation to empower staff to use our software effectively. Provide ongoing support, troubleshooting issues, and act as a subject matter expert.

Collaboration & Communication: Serve as the primary liaison between our non-technical business teams and our software vendors or IT partners. Clearly communicate project updates, technical concepts, and training information to all stakeholders.

Champion behaviour and process change: Support staff to understand the immediate and long-term reasons for continual improvement and change.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures, and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors, and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide leadership, specialist advice, and expertise on projects and improvement activities to support the achievement of the business transformation program goals.



- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Making operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Working to business unit operational budget within set parameters.
- In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and/or budgets, with a regular reporting mechanism to ensure achievement of goals and objectives.
- Position has an input into policy development. The work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with limited day-to-day management
- Exercise judgement, considering operational requirements, utilising experience, existing policies and procedures, aligned to Business Unit objectives
- Work involves the application of improvement suggestions, recommendations and problem solving.
- Guidance and advice are usually available; however, the incumbent must display significant independent ability, and knowledge when making decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- Proficiency and experience in the application of the skills of business systems analysis and process improvement.
- All positions require an understanding of the long-term goals of the business unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Technical and software support skills including administering skills for Business Applications in a local government setting.
- Ability to elicit requirements, train new users, and support change.
- Demonstrate specialised analytical and problem-solving skills.
- Systems and functional analysis with tangible Problem-solving skills.
- Proactive professional who can excel in tackling competing priorities and complex projects.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to gain cooperation and assistance from clients, other employees and members of the public in the administration of broadly defined activities
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems
- Ability to motivate and develop employees
- Ability to manage a variety of tasks and issues concurrently.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to staff.
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of team a to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.

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MANAGEMENT SKILLS

- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in an Information Systems related discipline plus several years' experience in a relevant industry experience in Local Government sector business applications.
- Experience working with Council's core business systems & related modules (such as TechnologyOne, ReadyTech suite of applications, Civica or other similar business systems) will be highly regarded.
- A customer-first attitude and focus on delivering outcomes that meet the needs of our customers, stakeholders, and the community.
- Proven communication skills (verbal and written) with the ability to build and manage relationships with a variety of internal and external stakeholders at all levels.
- Demonstrated aptitude for learning new technologies.
- Experience in managing applications hosted using IIS (Internet Information Services), messaging queue, SQL and ODBC compliant databases is essential.
- Basic knowledge of database design, application to database mappings, database querying and experience with Crystal and Microsoft SSRS report writing tools
- Data analysis and report writing, with a strong attention to detail.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Demonstrated experience in a similar role and/or Tertiary qualifications in a business analysis or Information Systems related discipline.
- Broad knowledge of IT processing systems, concepts, and methodologies and previous experience in supporting IT applications through digital transformation is highly regarded.
- Knowledge of IIS (Internet Information Services), messaging queue, SQL and ODBC compliant databases is essential.
- Communication, negotiation, and interpersonal skills with the ability to clearly articulate and present information as required.
- Confident contributor to team objectives, able to work with minimum supervision and make sound decisions based on experience and good judgement.
- Self-motivation with excellent time management and problem-solving skills.
- Ability to deal effectively, diplomatically, and confidentially with enquiries and concerns.

- Excellent customer service and communication skills with an ability to work in a team environment to achieve team goals and to work with non-technical users.
- Willingness and ability to learn new IT applications and expand technical skills.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full-time maximum term position.
Pre-employment checks	All appointments are subject to a National Police Record Check, preemployment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

