POSITION DESCRIPTION

Position Title:	IT Business Systems Administrator		
Classification:	Band 6	Status	Fixed - Term
Group:	Corporate Services	Business Unit:	Information Services
Reports to:	Coordinator – IT Business systems		
Direct Reports:	N/A	Date:	Feb 2026

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

- To use advanced SQL expertise to deliver accurate, timely data transformation and loading for council performance reporting across on-prem and cloud data warehouse platforms. To support the council's data strategy and digital transformation by enabling trusted, cloud-ready performance and compliance reporting.
- Design and develop customized monitoring mechanisms utilizing relevant reporting tools.
- Manage the technical and functional operation of core corporate business systems and databases and assist business systems team to deliver high quality incident, problem and change resolution services.
- Research and analyse business issues and opportunities and be proactive in developing solutions and recommending enhancements or improvements.
- Support the organization's approach to continuous improvement.

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KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Investigate, analyse, prioritise, and resolve incidents and service requests for core business systems; Work with internal and external service providers, accurately record all actions, and provide out-of-hours support as required.
- Manage system upgrade implementations and supporting activities, including managing associated change processes; assist vendors with application implementations such as data migration, conversions, deployments, integrations, and testing of core business systems.
- Provide advice, support, and system-related training to internal and external clients to enable business process improvement and significant or major change initiatives; identify business issues and opportunities, develop functional specifications, and create, redesign, or improve business processes in consultation with key stakeholders.
- Perform routine auditing, monitoring, testing, maintenance, and ongoing fault rectification across system environments, services, functions, data, security, and integrations with other ICT systems.
- Develop, maintain, and update system administration documentation, test procedures, test outcomes, and knowledge base articles to ensure service continuity and system integrity.

SQL, Data Warehouse, and Reporting:

- Develop and maintain high-performance SQL processes to extract, transform and load data from core business systems into on-premises and cloud-ready data warehouse environments; ensure accurate, timely, auditable data to support council performance, statutory, and executive reporting; and assist with data warehousing, architecture, security, control, and governance for reporting and monitoring.
- Contribute to the council's data strategy and digital transformation by implementing scalable, governed, and cloud-aligned data solutions and collaborating with project managers and business unit leaders on all projects involving enterprise data.
- Contribute to Information Services frameworks and proactively manage and report risks and issues to the Coordinator, IT Business Systems.

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

- 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.

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- Accountability for the quality, accuracy and effectiveness of work produced.
- Formal input into policy development within their area of expertise and/or management.
- 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.
- In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with methods, procedures and processes developed from theory or precedent.
- Problem solving may involve the application of these techniques to new situations.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Exercise judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions, with review form more senior employees.
- Work involves the application of improvement suggestions, recommendations and problem solving.
- Guidance and advice is usually available however, the incumbent must display significant independent ability and knowledge when making decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- Proficient in Microsoft SQL Server and related technologies
- Demonstrated experience supporting core business systems as an administrator.
- Experience with reporting, analytics, and data warehousing using SSRS, Power BI, and Crystal Reports
- Assist in delivering system and data integrations using SSIS, APIs, and ETL tools
- Knowledge of web technologies (IIS, Apache) and SharePoint records management (desirable)
- Experience with Microsoft Windows and desktop applications in a networked environment
- Strong understanding of business and technical systems, including interpreting specifications, organisational goals, and policies
- Demonstrated analytical, problem-solving, and decision-making capability, delivering outcomes within critical timeframes
- Strong communication, documentation, facilitation, and presentation skills
- Demonstrated initiative and accountability in managing workloads, risks, and opportunities
- Ability to improve customer experience while efficiently utilising council resources
- Experience applying project management principles to deliver outcomes within scope, time, and resources

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INTERPERSONAL SKILLS

- Ability to gain cooperation and assistance from clients, members of the public, other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication (written and verbal) and interpersonal skills with the ability to clearly articulate and present information as required.
- 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.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to staff.

MANAGEMENT SKILLS

- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Managing time, setting priorities, planning and organising own work and where appropriate other employees, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- 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 Information technology or equivalent experience as application support analyst skilled at system analysis, administration, business application support and data warehousing.
- A current Victorian driver's licence.

KEY SELECTION CRITERIA

- Demonstrated knowledge and working experience of **SQL** (including ODBC compliant) **databases, SSRS, Power BI, and data-warehouse solutions**, including **cloud-based environments.**
- Knowledge of CRM platforms and enterprise IT systems, with a minimum of three (3) years' experience in local government or comparable environments.
- Ability to collaborate with cross-functional teams to deliver improved organisational outcomes.
- Ability to effectively communicate both verbally and in writing with staff at all levels within the organization, and able to adapt the style of communication depending upon the capability of the staff member.
- Understanding of .NET core application architecture and how applications work including message queues, dockers, IIS and scheduled application processes.

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- Knowledge of the Microsoft product suite including Windows OS, Sharepoint and Azure AD.
- Knowledge of how application integrations work and SSIS.

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 fixed term position.

Pre-employment checks All appointments are subject to a National Police Record Check, pre-employment 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.