



POSITION DESCRIPTION

Position Title	IT Business Systems Officer	Classification	Band 5
Directorate	Customer, People and Performance	Department	Transformation & Technology
Direct Reports	NIL	Date	July 2026
Reports to	Coordinator IT Business Systems		

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 supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES

- Support the IT Business Systems team in executing their core responsibilities, including the maintenance and support of key line-of-business applications.
- Contribute to the organization's continuous improvement initiatives by supporting process and system enhancements.
- Provide project support across IT business systems initiatives, including planning, coordination, and implementation activities.
- Collaborate with the different business stakeholders within and outside Cardinia to review business processes and their integration with technology.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Investigate, analyse, and prioritize assigned incidents and service requests related to core business systems.
- Respond to service requests, resolve issues, manage internal and external customer interactions, and document all actions taken.
- Support the management and coordination of external service providers.
- Assist with routine auditing, monitoring, testing, maintenance, and fault resolution across system environments, services, data, security, and integrations with other ICT systems.
- Support the IT Business Systems Team in delivering business process improvements, change initiatives, and system-related training for internal and external clients.
- Actively promote Information Services (IS) unit offerings to staff and stakeholders.
- Liaise with the Service Desk to communicate current business system issues to staff.

- Undertake additional duties within the scope of skills, competence, and training, ensuring continued skill development and versatility.
- Maintain strict confidentiality of all information within Council systems.
- Support IT projects, acting as a key contact between technical teams, business units, and external vendors. Skilled in gathering requirements, coordinating system changes, facilitating user acceptance testing, and ensuring smooth communication to support successful project delivery.
- Develop and maintain comprehensive documentation for Council business systems, including operational manuals, test procedures, knowledge base articles, and performance reports—contributing to improved system usability and streamlined support processes.

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

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated experience supporting IT business systems across diverse operational environments, ensuring system reliability and user satisfaction.
- Proficient in Microsoft Windows and Office applications within networked environments, with a strong foundation in productivity and collaboration tools.
- Working knowledge of Microsoft desktop products, Azure AD, supporting user access and identity management.
- Hands-on experience with Microsoft technologies, including Windows, Office 365 (Outlook, Word, Excel, Teams), Azure Active Directory, SharePoint, and Power Platform tools such as PowerApps and Power Automate; familiarity with Power Platform governance is an advantage.

- Basic familiarity with Microsoft SQL Server, including the ability to navigate the interface and perform simple queries.
- Strong analytical and problem-solving skills, with the ability to troubleshoot issues and implement effective solutions.
- Technical aptitude for interpreting system specifications and translating them into practical outcomes
- Understanding of business unit objectives and how they align with broader organizational goals.
- Proven experience supporting projects.
- Strong documentation skills, with experience creating and maintaining technical documentation, user guides, and knowledge base articles to support system use and knowledge sharing.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- 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 employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- 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 qualifications in Information Technology (degree or diploma), relevant industry certifications, or equivalent experience in a comparable environment.
- Strong communication and interpersonal skills, with the ability to clearly articulate and present information to a variety of audiences.

KEY SELECTION CRITERIA

- Experience supporting IT Business systems and resolving technical issues.
- Proficiency in Microsoft technologies including Windows, Office 365, Azure AD, Sharepoint, Power Platform, and Teams.
- Basic familiarity with Microsoft SQL Server, including an understanding of its interface and the ability to perform simple queries and tasks.
- Strong analytical and problem-solving skills with the ability to interpret technical information, communicate effectively, produce clear documentation, and deliver customer-focused support.
- Familiar with IT Service Management processes and tools.
- Demonstrated ability to work both independently and collaboratively, maintain confidentiality, and align work with organisational goals.
- Proven experience supporting projects.

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, 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.

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