

## Position Description

<b>Position Title:</b>	User Support Advisor
<b>Department:</b>	Information, Communication, Technology & Infrastructure (ICTI)
<b>Service:</b>	Customer and Rostering Information Service
<b>Location:</b>	North Parramatta
<b>Reporting to:</b>	System Administrator
<b>Direct Reports:</b>	NIL
<b>Date of Review:</b>	May 2018

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

## Position Description

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective is to work collaboratively to identify and respond to the changing needs of the organisation and to maintain continued ongoing quality service delivery to customers.

### KEY OBJECTIVE OF THE POSITION:

As part of the Customer and Rostering Information System (CRIS) Team, the User Support Advisor is responsible for:

- Providing Helpdesk support to Northcott CRIS users
- Day to day system administration of CRIS as directed by manager
- User acceptance testing of CRIS upgrades
- Supporting upgrades and patches of CRIS
- Partnering with the systems' training specialist to develop quality CRIS training resources for new and existing users
- Representing Northcott at external forums to gain insight into how CRIS is deployed by other providers
- Supporting staff with updating CRIS data for accurate NDIS claiming and invoicing

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to develop solutions that integrate business processes
- Ability to work within a team to achieve agreed outcomes
- Ability to work independently to carry out daily tasks
- Demonstrated understanding of software solutions and their application in a large Organisation
- Extensive knowledge of the Microsoft Office suite
- Understanding of Privacy Laws and the confidential nature of the data within the software
- Understanding of the services provided by the Organisation and how this relates to user requirements
- Technical knowledge of database structure
- Excellent oral and written communication skills
- Ability to communicate technical issues clearly and in an easily understood manner to users where required
- Well-developed negotiation skills to manage relationships internally and externally
- Accountability, attention to detail and prioritising skills

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in administration of software
- Demonstrated experience in working within a team to achieve a desired outcome
- Experience in software training
- Experience in liaison with external providers
- Demonstrated experience in the development and implementation of procedures
- Extensive knowledge and understanding of service delivery within the Organisation
- Experience in software implementation - desirable

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Collaborates with System vendor to provide solutions/feedback/suggestions for CRIS issues and/or development
- Network with other organisations that use the same system/s

#### Relationship Building

- Builds internal relationships with key staff that use CRIS

#### Problem Solving

- Researches and makes recommendation on CRIS development opportunities
- Analysis of effective use of CRIS

#### Leadership

- Demonstrates leadership in development of CRIS
- Engages with internal stakeholders to achieve required objectives

#### Financial Impact

- Conducts daily activities and administers CRIS within approved budget

#### Time Impact

- Makes immediate decisions within area of responsibility
- Meet scheduled internal and external deadlines

### DUTIES

The typical duties of this position include:

#### User Support

- Ensure all users are registered on CRIS as per the procedures
- With support from Line Managers ensure all users have appropriate permissions for access to various areas of CRIS
- With support from Information Technology Department ensure all users are able to access the software
- Ensure all users have the appropriate security and permissions to access the software and customer information
- Ensure all users are aware of their responsibilities in maintaining the software and clean data within the software
- Organise and coordinate training for users in their core areas of responsibility
- Maintain internal manual/s, documentations, videos for CRIS and ensure users are able to access the appropriate current version of the support documentation
- Coordinate and support HR, Payroll and Finance with any integration issues, clarifications and support

#### Software Provider Liaison

- Maintain open and effective communication between Northcott and the system vendor
- Provide specific and timely advice to the vendor regarding modification requirements, support issues and software bugs using the agreed methods and formats
- Be available to meet with the vendor regarding software requirements

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- Be available to attend external software User Group Meetings and Special Project Stakeholder Meetings
- Liaise with the vendor regarding testing results and issues
- Inform the vendor about software failure and provide appropriate information to enable them to effectively and efficiently resolve any issue
- Advise the vendor of any industry changes that may result in modification to the software

### Database Management

- Work with users to maintain data integrity
- Enforce data security at all times
- Develop and maintain test scripts
- Maintain multiple databases of CRIS
- Carry out testing of appropriate and relevant test scenarios on all upgrades and patches prior to rolling out to users on the live database
- Monitor the quality of the data exported from the database to third party software (including Payroll, Invoicing and Statutory Reporting)

### Coordination with Management

- Provide management with requested reports within established timeframes
- Ensure management are aware of any issues with CRIS or users and their use of the system
- Inform CRIS User Group of any implementation milestones achieved or delays to achieve outcomes
- Update CRIS User Group on any additional financial or human resources required to achieve agreed outcomes

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

## NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to adhere to Northcott policies and procedures, in particular:

- Code of Conduct and Ethics
- Discrimination Harassment and Bullying Prevention Policy
- Equal Employment Opportunity Policy
- WHS Policies and Procedures.

For more information see your manager or refer to the policy and procedures on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Manager's Signature

Manager's Name

Date

**Please forward a signed copy to Human Resources.**