



Burdekin Shire Council

APPLICATION ADMINISTRATOR ANALYST

Are you interested in working for a dynamic and progressive organisation in a stable, non-amalgamated shire boasting a lifestyle unmatched by any other regional centre in Australia?

The Burdekin Region offers an outstanding lifestyle that is both contemporary and relaxed. The major township of Ayr is only a short drive to the regional centre of Townsville. The Burdekin has abundant water supplies, excellent health and educational facilities as well as offering a fantastic array of cultural, sporting and recreational activities.

Burdekin Shire Council has a highly motivated workforce delivering quality services and facilities to the people of the community.

We are looking for an enthusiastic person to administer, analyse, develop and support Council's core business systems. Persons with tertiary qualifications and/or extensive experience should apply.

Salary and conditions of employment will be in accordance with the Queensland Local Government Officers' Award, 1998 and Burdekin Shire Council's Enterprise Bargaining Agreement. A salary range from \$54,353 to \$61,749 is offered and is dependant upon the experience of the successful applicant. Flexible working conditions include a 9-day working fortnight, 5 weeks annual leave per year, 12% Super and locality allowance.

Application packages are available from the Human Resources Office on 4783 9800 or Council's website www.burdekin.qld.gov.au . Applications close on Friday 6th November 2009. Word or PDF format is preferable.

Applications for **Application Administrator Analyst No. 09/36** should include:

- Cover letter
- Statements addressing the Selection Criteria
- A current resume

Applications can be submitted to:

- employment@burdekin.qld.gov.au or,
- Confidential Application No. 09/36
PO Box 974
Ayr Qld 4807

Further information regarding this position is available by contacting Battista Covolo (Manager Information & Customer Services) on 07 4783 9981.

POSITION DESCRIPTION

POSITION TITLE:	Applications Administrator & Analyst
POSITION NUMBER:	20036
DIRECTORATE:	Corporate and Community Services
AWARD:	Queensland Local Government Officers Award 1998 – State
AWARD CLASSIFICATION:	Level 4/5
STREAM:	Administrative
REPORTS TO:	Systems/Network Administrator
PLACE OF EMPLOYMENT:	Information and Customer Services Department
HOURS OF DUTY/ROSTER:	8.00am to 5.00pm (56 minute Lunch break), 9 day fortnight

POSITION OBJECTIVE

Administer, analyse, develop and support Council's core business systems including, but not limited to FinanceOne, ProclaimOne and Dataworks and their related processes and provide advice to the Manager of Information and Customer Services of technology or process improvements to optimise business outputs.

Research and co-ordinate updates, upgrades and modifications applicable to Council's business systems.

Identify and provide timely resolution to work related problems and use initiative to improve the productivity and delivery of Council services within the scope of the Information Technology section.

POSITION REQUIREMENTS

Skills

- Proven ability to accurately examine and resolve support issues as related to Council's business systems.
- Ability to understand requirements of Council staff and explain technology based processes.
- A broad appreciation of the business functionality provided by information systems in a corporate environment.
- An understanding of the principles involved in the implementation of information systems and the alignment of business processes to information systems.
- Well developed skills in initiating projects and the development of project scopes and functional specifications.
- Proven ability to manage time, set priorities, plan and organise own work and that of subordinate personnel.

- Communication skills, written or verbal as necessary including personal, telephone, and internet communications.
- Ability to research reference material, and to grasp and apply the knowledge gained.
- Quality control skills as they relate to Information Technology.
- Sound analytical skills.
- Aptitude in development of educational material and training programs to improve the proficiency of Council personnel.

Knowledge

- Thorough knowledge of the core business systems and enquiry tools used by Council.
- Comprehensive knowledge of the PC and server network operating systems used by Council including all security issues.
- Comprehensive understanding of Council's network topology and infrastructure.
- Comprehensive knowledge of PC and server hardware and peripherals.
- Comprehensive knowledge of Microsoft SQL Server administration, maintenance and Transact-SQL.
- Sound knowledge of the Microsoft Exchange Server and Microsoft ISA Server applications.
- Sound knowledge of user and group management, group policies and application deployment using Microsoft's Active Directory.
- Sound knowledge of the TCP/IP protocol suite, local and wide area networks and data communication.
- Comprehensive knowledge of database design and programming using Microsoft Access, Microsoft SQL Server and internet technologies.
- Sound knowledge of best-practices and procedures in relation to network security.
- Sound knowledge of the Microsoft Office suite and a working knowledge of other Microsoft applications.
- Sound knowledge of practices, procedures, standards and operations of the Information Technology field.
- Comprehensive knowledge of all functions performed by the Systems/Network Administrator.
- Sound knowledge of principles of supervision and development of subordinate staff.
- Working knowledge of Council's structure, services and departmental functions

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

Technical

- Analyse Council's business systems and their related business processes and provide advice regarding technology or process improvements to optimise business outputs.

- Research software updates and upgrades for the core business systems, to determine their importance and affects to business operations, and co-ordinate their testing and installation with key stakeholders if required.
- Provide business system and end-user support as needed.
- Program Microsoft SQL Server Transact-SQL Queries to retrieve data from core business system databases.
- Administer user accounts and security settings within Council's core business systems, including, but not limited to FinanceOne, ProclaimOne and Dataworks.
- Manage and provide Helpdesk support for Council's core business systems and where necessary co-ordinate problem resolution with vendor support staff and key users.
- Provide guidance, assistance and on-the-job training to the Helpdesk Officer in the installation and maintenance of desktop computers, peripherals and applications.

Teamwork

- Perform duties of the Systems/Network Administrator in their absence.
- Assist and support the Systems/Network Administrator.
- Perform the duties of the Helpdesk Officer during periods of heavy demand or absence of the officer.
- Attend and participate in team meetings as required
- Co-operate with your co-workers; and carry out other tasks as required by the team to ensure the team's effectiveness and efficiency

Customer Service

- Promote and maintain a positive organisational image and good community relations by providing quality customer service to both internal and external customers.
- Report to supervisor in a timely manner on issues and activities likely to influence Council operations or adversely impact relations with Council's customers.

Administration

- Complete all necessary paperwork in accordance with procedures and ensure timesheets are completed on a daily basis.

Quality

- Follow agreed work practices and procedures for various projects and ensure work meets quality specifications.

Workplace, Health & Safety

- Observe Burdekin Shire Council's Workplace Health and Safety Standards and adhere to requirements identified in SafePlan (Burdekin Shire Council's Safety Management System) in carrying out responsibilities. Actively support workplace health and safety, risk assessments and hazard prevention.

EXTENT OF AUTHORITY

- Required to perform activities and functions within established guidelines, procedures and standards.

- Works under general direction and is instructed on the broader activities and functions by the Manager and System/Network Administrator.
- Generally, problems can be solved by reference to procedures, documented methods and instructions and assistance is usually available. At times when solutions are not documented, it may be necessary for the officer to exercise initiative and analytical skills to develop effective solutions.
- Liaise with other officers of the Department, and as directed from time to time, with officers of other Departments.
- Liaise with the general public, professional and trades people.
- Accountable to the Manager of Information & Customer Service for the efficient and effective performance of duties, activities and tasks associated with the position

CODE OF CONDUCT

1. The employee must at all time comply with section 1138 of the Local Government Act 1993, which states: - An employee of a Local Government must
 - * Act with integrity in the position held by the employee; and
 - * Act in a way that shows a proper concern for the public interest.

GENERAL

1. This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those reporting directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the Organisation's aim to reach agreement to reasonable changes where identified.

2. Whilst employment is in the position described in this document it is understood that employment is with Burdekin Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing. Council does not change positions for the purpose of "de-skilling".

SELECTION CRITERIA

Applicants should demonstrate their skill, qualifications, training and experience in each of the following criteria. It is important that each of these criteria is addressed briefly in a written application.

ESSENTIAL

1. Suitable qualifications and significant relevant experience in supporting Access and SQL RDBMS
2. Demonstrated significant experience in working with clients to assist them in achieving their business objectives through the use of software applications
3. Demonstrated functional knowledge and the provision of support for the Proclaim, TechOne ECM and FinanceOne applications or equivalent large MS Access and MS SQL applications
4. Demonstrated experience in the area of providing customized development for the Proclaim application or equivalent MS Access and MS SQL based applications
5. Demonstrated working knowledge of the following tools or environments:
 - a) MS Access
 - b) Transact SQL
 - c) MS SQL Server 2000 or higher
 - d) Enterprise Manager
 - e) MS VBA
6. Sound working knowledge of practices, procedures, standards and operations in the RDBMS fields, particularly as applied to the area of software application maintenance and data retrieval

DESIRABLE

1. Degree in Information Technology
2. Demonstrated knowledge of MS Access and MS SQL applications integration with Microsoft products such as MS Office automation
3. Demonstrated knowledge of XML and/or VB .Net