



CITY OF ALBANY POSITION DESCRIPTION BUSINESS PROCESS & SYSTEMS ANALYST (ERP)

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Business Process & Systems Analyst (ERP)	<pre>graph TD; Manager[Manager - IT] --> ERP[ERP Project Officer]; ERP --> Analyst[Business Process & Systems Analyst (ERP)];</pre>
LEVEL: Level 5 City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: ERP Project Officer RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The Business Process & Systems Analyst (ERP), as a member of the ERP project team, assists the Project Officer with the delivery of the ERP Project. This involves supporting the successful implementation, optimisation, and maintenance of the ERP system by analysing business processes, managing data migration, configuring system functionalities, and providing operational support. This role ensures that ERP solutions align with business needs by working closely with stakeholders, IT

teams, and vendors to improve workflows, enhance system efficiency, and support change management initiatives.

4. KEY RESPONSIBILITIES

- Supporting the ERP Project Officer across all aspects associated of the ERP project lifecycle.
- Creating and maintaining project documentation that is compliant with the City of Albany's document and records management standards.
- Assist in monitoring expenditure and invoice payments to ensure the project stays within its financial limits.
- Lead and support data migration efforts, ensuring accuracy, integrity, and reconciliation between legacy systems and the ERP.
- Support development of data governance standards throughout the implementation.
- Actively drive configuration of ERP system modules in collaboration with business stakeholders.
- Collaborate with business stakeholders to analyse, document, and optimise business workflows in the ERP solution.
- Participate in system testing, user acceptance testing (UAT), and validation to ensure solutions meet business needs.
- Support ERP Project Officer to ensure ERP solutions align with organisational goals.
- Support ERP module rollouts and take a lead role in executing individual modules or components as required.
- Participating in post-implementation reviews to evaluate project outcomes and identify opportunities for further improvement.
- Undertake other duties as assigned, consistent with skills, competence and training.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Knowledge and Skills

- Good interpersonal and relationship management skills with proven ability to establish good working relationships with a wide range of stakeholders.
- Ability to create and execute system test plans, ensuring ERP functionality meets business requirements.
- Experience with business process analysis, process mapping (AS-IS & TO-BE), and gap analysis.
- Excellent verbal and written communication skills, with the ability to document workflows and system enhancements.
- Well-developed organisational, administrative and time management skills.
- Ability to use initiative and assist with problem solving.
- Ability to effectively prioritise and manage multiple tasks.
- Strong understanding of ERP systems, including data migration, system setup, and configuration.

- Knowledge of Synergy (IT Vision) software (desirable) or similar ERP systems.
- Knowledge of project management methodologies (Agile, PRINCE2) and business process modelling (BPMN, UML, Visio) (desirable).

Experience and Qualifications

- Experience with data migration, system integration, or ERP deployment projects.
- Experience assisting with projects.
- Experience with developing project plans.
- Experience with using an information management and/or ERP system.
- Experience with analysing and documenting business workflows.
- Tertiary qualification in IT, Business, Information Systems, or a related field (or 3 years equivalent workplace experience).
- Experience in local government, regulatory environments, or enterprise-wide digital transformation projects.
- 'C' class driver's licence.
- National police clearance.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____
(Please print)

SIGNATURE: _____

DATE: _____

WITNESS NAME: _____
(Manager or above) (Please print)

SIGNATURE: _____

DATE: _____