



CITY OF ALBANY POSITION DESCRIPTION BUSINESS SYSTEMS ADMINISTRATOR (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 Systems Administrator (ERP)	<pre>graph TD; A[Manager - IT] --> B[ERP Project Officer]; B --> C[Business Systems Administrator (ERP)];</pre>
LEVEL: Level 6 City of Albany Industrial Agreement 2023	
DIRECTORATE: Corporate and Commercial Services	
REPORTS TO: ERP Project Officer RESPONSIBLE FOR: Nil	

3. POSITION OBJECTIVE

The Business Systems Administrator (ERP) is a key member of the ERP project team. Supporting the ERP Project Officer, the Business Systems Administrator (ERP) is a technical role, responsible for managing the system configuration and smooth operation of the new Enterprise Resource Planning (ERP) system. They provide the conduit with the vendor and ERP Team and support business users through troubleshooting and technical investigation.

4. KEY RESPONSIBILITIES

- Maintain and update system workflows, templates, and configurations to align with business requirements.
- Troubleshoot and resolve system issues, escalating to vendor support when required.
- Manage user access, roles, and permissions to ensure security and compliance.
- Build and maintain templates, reports, and forms to support operational needs.
- Monitor system performance, identify opportunities for optimisation, and recommend improvements.
- Collaborate with internal teams to gather requirements for new features or workflow adjustments.
- Coordinate and test system updates, patches, and new releases.
- Maintain documentation of system processes, configurations, and changes.
- Provide training and support to end users as needed.
- Act as the key contact point with the software vendor for ongoing support and escalations.
- 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

- Proven experience in system administration or application support, ideally with third-party software solutions.
- Strong technical troubleshooting and problem-solving skills.
- Experience in workflow configuration and process automation with tools such as Microsoft PowerAutomate.
- Familiarity with user access and role-based security management through Microsoft Active Directory.
- Strong documentation and communication skills.
- Ability to manage multiple priorities and deliver outcomes within agreed timeframes.
- Experience liaising with external vendors and internal stakeholders.
- Good interpersonal and relationship management skills with proven ability to establish good working relationships with a wide range of stakeholders.
- Ability to listen actively and adapt communication and teaching styles to different audiences.

Experience and Qualifications

- Previous experience with cloud-based, workflow driven ERP systems.
- Knowledge of business process mapping and continuous improvement.
- Tertiary qualification in Information Technology, Business Systems or a relevant field with a minimum 3 years equivalent industry experience.
- Experience implementing a new system/software, conducting user acceptance testing and conducting relevant system/software training (desirable).

- 'C' class driver's licence.
- National police clearance.
- Experience working in Local Government (desirable).

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: _____