**Job Description Form**

**Services Business Systems Consultant**

**Position Details**

**Position Number:**  99007148

**Classification:**  Level 6

**Award / Agreement:**  PSA 1992 / PSCA 2019

**Organisational Unit:** Disability Services / Services Directorate /

Services Business Systems and Quality

**Location:** Perth Metropolitan Area

**Classification Evaluation Date:** 25 September 2014

**JDF Review Date:** 15 January 2020

**Reporting Relationships**

**This position reports to:**

Accommodation Services Quality Assurance Manager, Level 6.

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position analyses, develops, maintains and monitors the directorate’s National Disability Insurance Scheme reporting tools and associated data systems. Provides technical and analytical expertise that supports these systems.

**Duties and Responsibilities**

**1. CORE SYSTEM SUPPORT**

1.1 Analyses the directorate’s (NDIS) Tracking and Reporting Database – Individualised Services (TARDIS), including structural, functional and security that support primary user activities.

1.2 Coordinates and participates in configuration activities and identifies, develops and maintains system solutions to support the operational reporting obligations for the National Disability Insurance Scheme.

1.3 Evaluates options and makes recommendations for the implementation of core system changes.

1.4 Assists with facilitating design/configuration of system changes.

1.5 Administers security and authorisation requirements (user access and delegations) for the database and maintains records for audit purposes.

1.6 Manages projects related to core systems as required (e.g. system change request packages).

1.7 Generates Ad-hoc report from the database as requested.

**2. CONSULTANCY/TESTING AND APPLICATION SUPPORT**

2.1 Provides consultancy services to both end users and business managers on problem management and resolution.

2.2 Assists in the development of test scenarios and cases for use during user acceptance testing.

2.3 Coordinates and participate in system testing.

2.4 Manages and conducts user acceptance/project and emergency testing of TARDIS and other related databases.

2.5 Manages defects raised throughout testing activities and incidents raised day to day.

2.6 Coordinates system interface requests and system outage issues with relevant internal stakeholders including the Department’s ICT Directorate.

2.7 Coordinates problem resolutions and changes with a variety of relevant internal stakeholders, including with ICT.

2.8 Assists in the requirements analysis for business systems within the Directorate as required.

2.9 Assists with the implementation of business solutions and product acceptance testing.

**3. OTHER**

3.1Performs other duties as directed.

**Essential Work-Related Requirements (Selection Criteria)**

1. Considerable experience in software & database design, maintenance and implementation of data collection and reporting systems.
2. Sound knowledge of information systems problem management, processes and procedures.
3. Well-developed conceptual and analytical skills including the ability to resolve complex problems.
4. Excellent verbal and written communication skills demonstrating the ability to effectively communicate with senior management, technical and non-technical staff.
5. Advanced knowledge of Microsoft Excel, VBA programming & Power Query in an Excel context and experience in data cleansing, validation, extraction, translation, loading and reconciliation for SQL Server.

**Desirable Work-Related Requirements (Selection Criteria)**

1. Knowledge of the systems and processes used by Disability Sector Organisations to meet the legislative and reporting requirements of the National Disability Insurance Scheme.
2. Experience in Python or R scripting.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.