



## Position Description

<b>Position Title:</b>	Systems Administration Officer	<b>Classification Level:</b>	4
<b>Position Number:</b>	33838	<b>Reports to:</b>	Manager Corporate Systems Support L7
<b>Directorate:</b>	Service and Invest	<b>Supervises:</b>	0 FTE
<b>Branch/Section:</b>	Technology Services / Application Support	<b>Location:</b>	Perth Metropolitan Area

## Our Values

### Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

### Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

### Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

### Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

## Role Summary

The Systems Administration Officer provides guidance and support to users of the corporate systems and maintains system configuration. The role assists in the daily duties of managing the Department's human resource/payroll management system.

## Responsibilities

- Manage, monitor, and maintain the human resource/payroll management system functional configuration.
- In consultation with Workforce Services, create and maintain the establishment of positions, organisational structures and account strings within the human resource/payroll management system.
- Detect, analyse, and address problems encountered in the human resource/payroll management system.
- Assist with upgrades and enhancements of the human resource/payroll management applications.
- Perform regular audits of the systems, including users and validation tables.
- Provide guidance and support (helpdesk) to users of the human resource/payroll management system.
- Prepare manuals and other documentation to support the human resource/payroll management system.
- Liaise with external consultants, as appropriate.
- Liaise with staff with regards to improving work processes or finding solutions to work practices by using the human resource/payroll management systems.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Personal Leadership.
- Perform other duties as required.



## Essential Requirements

- Broad experience in an end user systems support environment, with emphasis on working in a human resource management/payroll area.
- Demonstrated experience in the usage and maintenance of human resource management/payroll systems configuration.
- Demonstrated experience with Microsoft Office products and platforms.
- Experience in the preparation of systems training manuals.
- Sound communication, interpersonal skills, and the ability to deliver a customer-centric service.

## Desirable Requirements

- Experience using Ascender/aPay.
- Understanding of relevant Acts, Standards, and government requirements.

## Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Personal Leadership** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

## Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

## Certification

Verified by: L Oversby, HR Consultant, December 2025

Classification Evaluation Date: May 2010