System Support Analyst – Business Systems  
Level 4 – 37.5 hours per week – Information Management – (18300210)  
Perth Office

Job Description
Provides user support and advice to customers of Legal Aid systems and processes. Develops and delivers training documentation to support production systems. Participates in development and upgrade projects through user acceptance testing and implementation support for business systems.

About Legal Aid Western Australia
Legal Aid Western Australia provides information and resources to assist the community with their legal concerns, and offers a range of services aimed at target groups or individuals with particular legal problems. Through our regional offices and main office in Perth, and working in partnership with private practitioners and other service providers, we are committed to providing equitable access to services, regardless of regional and time constraints.

Assistance is designed to help people resolve their problems at the earliest opportunity, to improve their access to the law, to avoid unnecessary litigation, and to ensure that legal representation is in keeping with community expectations of fairness.

Vision, Mission and Values

Vision
Equitable access to justice to support a fair and safe community

Mission
To assist the community by providing quality and timely legal help to those who need our assistance

Core Values
Making a difference We are committed to helping people understand and protect their rights
Client-centred We put clients at the centre of everything we do
Respect We care about our clients and the community in which we live
Innovation We are committed to continuous improvement
Transparency We are an open and accountable organisation
Reporting Relationships

Information Management Branch

Scope of Duties

- Provides support and advice to business users on issues associated with the usage of business systems through 2nd line support
- Participates in user acceptance testing, implementation and reviews of new systems and upgrades
- Contributes to the development of training materials to support business systems
- Maintains front end configuration of the core business systems
- Works collaboratively with internal and external stakeholders to ensure continuous improvement of service delivery to meet user needs
- Other duties as directed
Selection Criteria

Only the criteria in bold must be addressed in applicant’s written application and resume. These and the remaining selection criteria will be assessed through interview or alternative selection methods.

ESSENTIAL

- Demonstrated ability to provide quality customer service support with a strong focus on Outcomes.

- Proven record of productive team participation and the ability to produce work autonomously within a team environment. (High Priority)

- Demonstrated analytical skills together with evaluation, testing and implementation experience. (High Priority)

- Well-developed written and oral communication skills with sound interpersonal skills.

- Ability to work on own initiative and manage competing priorities. (High Priority)

- Experience working in an IT system support environment or equivalent. (High Priority)

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for appointment to all Legal Aid WA positions. Refer to the Core Competencies Matrix in the Application Guidelines.

- Committed to the principles of social justice.

- Values people, partnership and teamwork.

- Willingness to learn and share knowledge with others.

- Outcome and service focused.

QUALIFICATIONS

- Valid ‘C’ or ‘CA’ Western Australia Driver’s Licence. (Desirable)

All appointments to Legal Aid Western Australia are subject to satisfactory National Police Certificate and 100 Point Identification Check.
Remuneration Information

Terms, Conditions and Benefits

- Permanent Full Time.

- Salary Range: Government Officers Salaries Allowances and Conditions Award 1989 – General Division Level 4 - $78,452 - $82,797 gross per annum.

- 9.50% employer superannuation contributions paid to GESB or the superannuation scheme of your choice.

- Annual Leave Loading up to a maximum of $1761.80 gross per annum.

- Excellent salary packaging scheme. Subject to the requirements of relevant taxation legislation, rulings and determinations, employees of Legal Aid WA are able to salary package a percentage of base salary as a combination of “cash” and benefit items. Non-cash benefit items include: superannuation, lease of motor vehicle for private use, home mortgage payments, home rental payments, school fees, health and life insurance, living expenses and meal entertainment.

- Flexible work arrangements.

- Family friendly work environment, including a dedicated Family Room located at the Perth Office.

- Modern office space. End of trip facilities are available in most locations.

- 37.5 hour full time working week.

- Leave entitlements include four weeks annual leave, personal leave, long service leave after 7 years. Options to purchase leave may be available.

- Fully subsidised annual CPD training and relevant professional memberships. In addition, learning and professional development and study leave opportunities are available.

- Social Club, which operates from the Perth Office.