Senior Systems Officer (Finance Application Specific Configuration (ASC))

Integration, Build and Deployment

Position number	00011798
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 5
Reports to	Team Leader Systems (Finance) (Level 7)
Direct reports	Nil

Context

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:
Responsive: We respond to and reflect the needs of our customers.
Flexible: We are flexible and understand that our customers are not all the same.
Transparent: We are clear and open about our services, processes and decision making.
Accountable: We hold ourselves to high standards and deliver on our commitments.
Collaborative: We work in partnership with our customers.

Delivery of Information Communication and Technology (ICT) services provides support for the Department's educational outcomes by developing initiatives and technical support strategies to ensure all 800 Western Australian public schools can be individual, distinctive and responsive to their local communities while still benefiting from being part of a system.

The Integration, Build and Deployment Directorate is responsible for Security Implementation, Solutions Architecture, Solutions Development and Maintenance, Testing and Assurance and Data Management in an ICT context. The Directorate has responsibility for building, integrating and maintaining technical solutions to organisational challenges

ensuring that applications, systems and products are appropriately constructed, integrated, interfaced and configured to meet business needs.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services
- Assist in administration and management of the Oracle eBusiness system which encompasses system security and system configuration, including control of user access, determination of user privileges, assigning user roles and responsibilities, review of users, password management, management of the several system environments and coordinating change windows.
- Configure and set up various modules to meet various business and system requirements.
- Assist in the maintenance of appropriate change management procedures and documentation.
- Assist in the maintenance of the Oracle eBusiness system which encompasses diagnosis and resolution of system application problems, including consultation and liaison with database administrators, server administrators, Oracle Support and other service providers for assistance to resolve such problems.
- Devise work around solutions, test patch fixes, design and manage user acceptance tests and manages patch migrations.
- Assist in developing Oracle eBusiness system, including analysis of new or changed requirements (whether arising from changes in the business, policies, processes, accounting, finance and legislation) and alignment of the Oracle eBusiness system to meet such requirements.
- Assist in identifying opportunities for system and process improvements to provide an efficient and effective use of the Oracle eBusiness system.

Branch Support
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables.
- Contribute to change management projects relevant to the Branch.
- Represent the Branch, as required, on Directorate committees and working parties.

Customer and Stakeholder Support and Liaison
- Provide a first-level support to users of the Oracle eBusiness system, including resolution of user problems, provision of advice on the efficient and effective use of the systems, design and writing of reports using a variety of tools, identification of training needs, design and delivery of appropriate user training and user manuals.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated practical experience in the administration, maintenance, support and development of an Enterprise Resource Planning system in a large and complex organisation.
2. Demonstrated well developed conceptual, analytical and problem solving skills in relation to Enterprise Resource Planning systems and business processes.

3. Demonstrated well developed interpersonal skills with the ability to provide a user-friendly service and to work collaboratively in a team environment.
4. Demonstrated well developed written and verbal communication skills with the ability to liaise with individuals at all levels.
5. Demonstrated knowledge of and substantial experience in financial and accounting principles, concepts and practices.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date   27 April 2021
Reference   D21/0123758