Job Description

VENUES WEST

Position details:

Title:	Business Systems Administrator	Position Number:	03121
Classification:	Level 4		
Branch:	Information and Communication Technology (ICT)		
Directorate:	Business Support Services		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	Applications, Integrations Manager		
Direct Reports:	Nil		
Special Conditions:	Nil		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high-performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support, and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:

WE DELIVER SAFELY · WE ACT LIKE OWNERS · WE CHAMPION DREAMS · TOGETHER WE WIN · WE CELEBRATE SUCCESS

About the Directorate

Business Support Services' intent is to build organisational capacity through the support and development of VenuesWest's people, systems, and processes. In doing this, the directorate will deliver timely, efficient strategic advice and support services to the organisation in People and Culture; Information and Communication Technology; and Risk, Safety and Health.

About the Role

The Business Systems Administrator monitors maintains and updates business applications. Provides support and training to users on the use of the ICT systems and participates in activities that will assist in driving adoption. The role is the subject matter expert on Ungerboeck and its integration with Master Data Management (MDM), Oracle and other applications.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students, and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Business Support

- Provides support to and trains staff in the use of ICT systems, including modifications or updates.
- Liaises with and supports Key Users and System Owners.
- Ensures timely resolution of escalated level 2 and 3 service requests, working with vendors to resolve issues where required.
- Provides advice to, and works with, Managers to improve business process through the leveraging of system capabilities.
- Identifies new features released within updates, upgrades, and new modules which may leveraged or developed to improve VenuesWest workflows or business outcomes.
- Identifies potential system solutions where new business requirements are identified.
- Trains other ICT team members on operating procedures to maintain applications and ongoing level 1 support requirements.
- Communicates system updates and changes to the business prior to release.
- Participates as a member of the relevant Committees as required.

System Administration

- Configures, maintains and monitors the Ungerboeck system (includes GL Accounts; Distributions; Event Profiles etc).
- Monitors and maintains the Oracle system for system accounts, access, system updates and testing
- Manages user permissions and controls access levels.
- Manages administration of licenses including tracking of license allocations and deallocation of license.
- Ensures liaison with the Network Infrastructure Administrator to configure network and systems when implementing new releases, modules, enhancements, or version upgrades for applications.
- Manages the procurement process for any application upgrades, additional modules, enhancements, additional licences etc as required.
- Reviews and provides advice on change requests.
- Provides regression testing on any system updates
- Coordinates user acceptance testing prior to acceptance and release of new releases, modules, enhancements, or version upgrades.
- Identifies risks and issues during testing and liaise with the vendor to ensure risks are addressed and issues resolved prior to release.
- Maintains technical support procedures, a configuration document and other associated documentation as required.
- Assists in the maintenance of security protocols and works with the ICT Security Administrator to monitor compliance and highlight any breaches or security violations.
- Assists in the review of new applications to be implemented and provides advice on potential risks or impacts of the integration of new systems.

Data Administration

- Designs and develops reports using in built application tools, Excel or Crystal and liaises with the Vendors for report development where required.
- Provides support and advice to end users on extracting management information and reports from systems.
- Makes recommendations for improvements to links between databases and data stores, database upgrades and data input processes to improve the capture, availability, and reporting of information.
- Assists in the development and maintenance of business process documentation for applications and data integrity making recommendations for improvement where required and liaising with vendors for version update documentation where available.

Occupational Safety and Health

- Reads and understands all emergency plans and safety and health procedures, follows safe work instructions, undertakes emergency management and safety related training, and assumes responsibilities as required or directed.

Other

- Partners with stakeholders to understand business needs, provide ICT advice and represent ICT on working groups where required.
- Keeps abreast of current and emerging trends in ICT.
- Undertakes other related duties as required.

About the Person

The following *essential* capabilities are to be addressed in the context of the responsibilities of the position:

1. Demonstrated working knowledge and experience in applications administration including:

    i. providing technical support, upgrade management and testing;

    ii. data integration, analysis, and monitoring; and

    iii. report development and data extraction utilising reporting tools and application packages.

2. Supports shared purpose and direction by understanding the work environment; Contributes to team planning; Analyses information and identifies risks and uncertainties in procedures and tasks.

3. Monitors own progress against performance expectations; Demonstrates knowledge of new programs, products, and services; Works to agreed priorities responding to changes in requirements to ensure results are achieved.

4. Builds and maintains relationships with team members, colleagues, and clients; Shares information with and contributes to team discussions; Treats people with courtesy and respect; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.

5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Maintains effective performance in challenging situations; Takes responsibility for completion of work and seeks self-development opportunities.

6. Communicates clearly both orally and in writing, structuring messages clearly and succinctly; Listens to differing ideas and understands issues.

Qualifications / Certifications

Desirable:
- Previous experience in administration of the Ungerboeck system.

- Working towards or completion of a Tertiary Degree in ICT.

- ITIL (Information Technology Service Management) Certification.

Employment Conditions and Eligibility

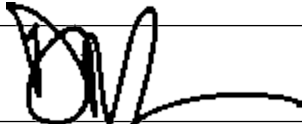Appointment to this position is conditional upon:

- providing appropriate evidence of the 'Right to Work' in Australia

- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.

Certification:

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.		
Diane Misic **Director Business Support Services**		Date Approved:
As occupant of the position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:
Signature:		Date Signed: ……../……../……..