



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Business Systems Analyst

Level

5

Position Number

30116, 33474, 34458, 36535
(Nominated)

Division/Directorate

Information Management and Operational Systems

Branch/Section

Corporate Information Systems

Effective Date

February 2023

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager Corporate Information Systems, Level 6

Subordinates: No Direct Reports

Key role of this position

Provides end user support and perform systems maintenance to the Corporate Information Systems, Intranet and other line of business systems to ensure that they continually meet the Public Transport Authority's (PTA) operational and legislative requirements. The work involves gathering and analysing business and systems related information including defining the scope of works for the implementation of Corporate Information Systems related business solutions. The Business Systems Analyst may also be required to provide training and developmental support to Corporate Information Systems users as required.

Core duties and responsibilities

System Administration

- Administers/manages the day-to-day operation of the Corporate Information Systems (i.e. Electronic Document Management System, Cloud Based Collaboration Systems, Business Information Systems), integrated line of business systems and the Intranet.
- Manages the resolution of Corporate Information Systems, integrated line of business systems including Information Technology (IT) Infrastructure issues in alignment with accepted risk management practices and quality assurance procedures.
- Records and maintains a register of all Corporate Information Systems software problems.
- Reports on and prepares software problem reports for presentation to the software vendor and senior management.
- Liaises with support vendors, the Public Transport Authority (PTA) IT and other third party vendors in relation to the functioning of the Corporate Information Systems application software and other related component software and hardware.
- Liaises with business personnel to assist with the identification of business requirements and determines/makes recommendations along with a cost benefit analysis for the implementation of proposed system changes or enhancements.
- Undertakes regular audits of the Corporate Information Systems quality assurance purposes and reports on breaches or security violations.

System Development

- Assists with the ongoing development and integration of the Corporate Information Systems, integrated line of business systems and Intranet throughout the PTA and researches, identifies and recommends improvements to these systems.
- Assists with the development and implementation of future releases of the Corporate Information Systems application software, other related component software and the upgrade or replacement of production and test/development software.
- Develops project plans and test packages for the Corporate Information Systems application software and other related component software, hardware and interfaces to other information systems.
- Accurately prepares test plans and completes system testing within defined service standard timings.
- Coordinates User Acceptance Testing of the Corporate Information Systems application and related component software, hardware and interfaces to other information systems.
- Designs and implements workflows for business units to automate their business processes.
- Researches, develops and implements policies and procedures to improve documents and information management practices within business units.
- Investigates, analyses and documents Corporate Information Systems business processes and identifies system related problems.

Training

- Assists/conducts system training and development support to Corporate Information Systems users as required.
- Develops and maintains training documentation including on-line training and other such material as required (for example help guides, user manuals and other documentation) to support the Corporate Information Systems.

User Support Services

- Diagnoses, investigates and documents incidents, resolves issues and provides innovative, flexible, responsive and efficient user support.
- Obtains detailed user requirements and escalates higher level incidents to management when necessary. Monitors and progresses issues towards resolution.
- Documents solutions and operational procedures for future reference and communicates solutions and workarounds to end users.
- Assists with the development and maintenance of help screens, user manuals and other documentation to support the Corporate Information Systems.

Other

- Assists the Manager, Corporate Information Systems in delivering team results to meet the Branch and the PTA's corporate objectives.
- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- Demonstrated knowledge and understanding of information management principles and concepts.
- Detailed knowledge of the software development lifecycle and business systems implementation across multiple software and hardware platforms in a complex business environment.
- Demonstrated experience in system administration and support of a Corporate Information Systems (i.e. Electronic Document Management System, Cloud Based Collaboration Systems, Business Information Systems).

2. Communication and Interpersonal

- Highly developed verbal and interpersonal communication skills, including the ability to provide appropriate advice with a focus on providing high quality customer service.
- Highly developed written communication skills including extensive experience in formulating and/or structuring reports and documentation for technical and business clients.
- Demonstrated ability to formulate and present training programs. Demonstrated ability to respond and behave calmly in stressful and frustrating situations.

3. Conceptual, Analytical and Problem Solving

- Highly developed analytical, conceptual and research skills including the ability to devise creative and effective solutions to complex problems in a large and complex business environment.
- Highly developed problem solving skills and the ability to consider different parts of an issue and work through them in a systematic way while considering the pros and cons, implications and consequences.
- Demonstrated ability to make sound recommendations based on the analysis of a situation and be able to alter the approach within standard procedures to enable timely decisions to be made.

4. Organisation

- Demonstrated ability to plan and coordinate activities, work independently and cooperatively with others within a team environment.
- Demonstrated well developed project management skills including project planning, coordination, implementation and evaluation.

5. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate, dated 3 months or less from the date of application for the position.

Certification

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

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date

