



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Business Systems Analyst

Classification: Level 5

Division: Strategy and Planning

Position Number: 1038 / 1039

Directorate: Digital Infrastructure and Services

Location: Metropolitan sites

FTE Managed: 0

Leadership Context: Personal Leadership

Award/Agreement: GOSAC/PSCSA Agreement 2022 (as amended)

About the position

The **Business Systems Analyst** is responsible for supporting key business systems. This position will also evaluate and analyse business processes and systems, liaise with customers and stakeholders, and work in business systems development.

About the Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (MCB) is a statutory authority responsible for the sustainable management of cemeteries in the Perth metropolitan area: Fremantle, Guildford, Karrakatta, Midland, Pinnaroo Valley Memorial Park, Rockingham Regional Memorial Park and Gnangara Aboriginal Cemetery.

The MCB is a leader in cemetery management, delivering caring and sensitive experience with burial, cremation, memorialisation, community engagement and record keeping services, and is responsible for the licensing of Funeral Directors and Monumental Masons operating at MCB cemeteries.

The **Business Systems Analyst** anticipates business requirements, identifying opportunities for improvement and digital transformation, and developing and implementing solutions aligned to with MCB objectives.

Corporate responsibilities

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours with the MCB Code of Conduct.
- Takes reasonable care to protect your own health and safety at work, and that of others by co-operating with the health and safety policies and procedures and complying with applicable work health and safety legislation.
- Performs other duties as required.



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What the position involves

Customer and Stakeholder Management and Liaison

- Maintains good customer relations in line with the MCB's Customer Service Charter.
- Builds and maintains effective relationships with internal and external stakeholders.
- Gathers business requirements through interviews, meetings, and workshops.

Business Systems Development

- Supports business systems, including delivering improvement initiatives, throughout their lifecycle.
- Engages with business stakeholders to determine analytical and reporting requirements needed to monitor business performance.
- Liaises and consults with system users and management on system issues and offers possible solutions.
- Provides process support to the management team and users in the development and review of procedures and policies.
- Develops and maintains end user training, support documentation, procedures, manuals and guides.
- Assists with strategic ICT initiatives and assists the MCB achieve its business and operational priorities.
- Undertakes research and analysis of and for systems development.
- Evaluates and analyses business processes and systems, anticipating business requirements, identifying opportunities for improvement and digital transformation, and develops and implements solutions aligned with MCB objectives.
- Conducts effective tests, analysing results, documenting and reporting observations.
- Coordinates user acceptance testing (UAT) for new and upgraded business systems.
- Monitors trends and developments in technologies relevant to the MCB business systems and services.

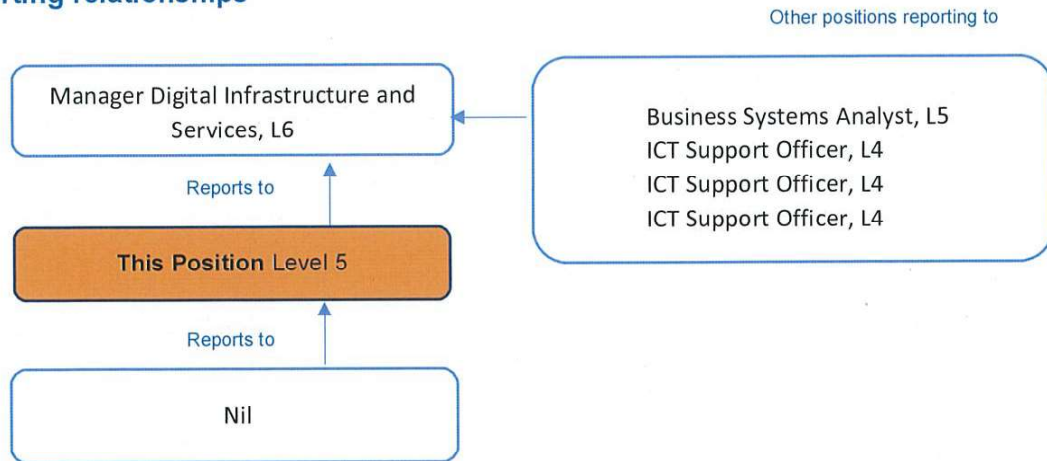
Applications Administration

- Administers business systems and applications, managing day to day operations and resolving business system and application issues.
- Assists with the development and implementation of new releases and system software enhancements and upgrades.
- Liaises with suppliers and third-party vendors in relation to the functionality of business applications and related software and hardware.
- Assists with system configuration and script writing for MCB applications.
- Oversees database and application maintenance to ensure optimal system performance.
- Coordinates and arranges requests for information by retrieval of data from relevant information systems and assists with the preparation of reports.



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Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Personal Leadership](#). The Personal Leadership context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively** – you provide a quality service and, take care to use accurate information and pays attention to detail.
- **Think through complexity** – uses systematic thinking and common sense to research, analyse and make evidence-based recommendations.
- **Dynamically sense the environment** – listens to, understands and recognises the needs of others in the work environment.
- **Deliver on high leverage areas** – takes responsibility for their work to achieve results.
- **Build capability** – provides technical and professional support to stakeholders.
- **Embody the spirit of public service** – is excellence oriented in delivering results.
- **Lead adaptively** – willing to learn and extend their knowledge and skills and respond to change.

Work related requirements - matching the right person to the job

The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

1. Demonstrated experience in supporting and administering systems such as: Finance Systems, Human Resource Management Information Systems and Client Relationship Management systems (**you lead collectively and you deliver on high leverage areas**).
2. Good research, conceptual and analytical skills; with proven experience working on complex issues providing a range of solutions (**you think through complexity**).
3. Good project management, system development methodology and report writing skills (**you build capability and lead adaptively**).
4. Good interpersonal skills with a strong ability to engage effectively and negotiate with a range of stakeholders (**you dynamically sense the environment and you embody the spirit of the public service**).



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Desirable


- 5. Possession of a relevant tertiary qualification or demonstrated active progression towards attainment.

Other requirements

- Current and valid Western Australian driver's licence, or equivalent.
- A satisfactory National Police Clearance check.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Certification:

Date Registered	Date Classified	Delegated Authority
2 / 4 /2024	2 / 4 /2024	
Allison Taaffe Manager Human Resources		



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