**POSITION DESCRIPTION:**

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| **Position title:** | Systems Officer |
| **Status:** | Part Time (Flexible with Hours) |
| **Location:** | Mitchell Street |
| **Classification level:** | SACS Level 4 |
| **Award** | *Social, Community, Home Care and Disability Services Industry Award 2010* |
| **Reporting to:** | Senior Finance Manager |
| **Date Approved:** | 6 April 2023 |

# WORKING ENVIRONMENT

### Code of Conduct

All employees must abide by the Organisational Code of Conduct.

### Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

### Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

# POSITION SUMMARY

The Systems Officer is to provide assistance with the electronic system management of Lifely, support to the Finance team and the Senior Finance Manager. This position operates under supervision within the context of the broad policy and strategic direction of the Board of Lifely in contributing to the achievement of the objectives of the organisation

# POSITION OBJECTIVES

The Systems Officer is to provide assistance with the electronic system management of Lifely, including software management and support, management of hardware, and supporting the Finance team and the Senior Finance Manager, and Operations Manager. This position operates under supervision within the context of the broad policy and strategic direction of the Board of Lifely in contributing to the achievement of the objectives of the organisation.

# LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general direction by the immediate supervisor of the relevant program in which the employee is working. The employee is required to set outcomes, demonstrate sound judgment, and contribute critical knowledge and skills where procedures are not clearly defined and to effectively prioritise the workload and to maintain a high quality in the service provided.

An employee at this level has the authority to decide on day to day work related issues within the key responsibilities and duties and to contribute to further develop of work methods where general work procedures are not defined. Any issues falling outside these areas are to be referred to the supervisor of the relevant program in which you are working.

# SUPERVISION

An employee at this level works under general direction, operates within established routines, methods, standards and procedures although there is greater scope to contribute to the development of work methods and the setting of outcomes and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work. An employee at this level is expected to manage time, setting of priorities, planning and organising their own work and that of lower classified staff and/or volunteers.

# KEY TASKS AND DUTIES *(including Key Performance Indicators)*

1. Within the context of a team environment, the Systems Officer has responsibility for a range of functions associated with providing support to their manager.
2. To take a leadership role in Systems Management and integration between systems, working closely with internal and external stakeholders to ensure Systems and Integrations meet the financial and reporting obligations of the organisation.
3. Act as a “gate-keeper” for all IT requests sent to our external provider, and assist staff with their request when within our capability, and
4. Liaison with our external IT provider for ongoing management and support of our existing systems.
5. Manage all aspects of IT Hardware including management of Asset Register, and planning and implementing replacement policy and cycles.
6. Handling enquires from Team Leaders, Coordinators and Managers in relation to their systems as a first point of contact under direction from the Senior Finance Manager and Chief Operations Officer.
7. Expected to develop, plan, where required and supervise the implementation of systems.
8. Delivery education and training programs relating to IT usage and system management as required.
9. Provide back up and continuity of finance functions relevant to this position as required.
10. Other relevant duties to the position as required.

*Key Performance Indicators*

* Positive, focused and healthy staff team achieving consistently positive results
* Identifiable quality improvement in all areas under the area of responsibility
* Meet agreed performance targets
* Ensure all reporting requirements are met

# QUALIFICATIONS

Essential

* Prior experience working with the Sales Force Platform particularly Lumary.
* IT Skills and knowledge of Microsoft Office programs, finance, CIMS, rostering and payroll systems
* Relevant qualifications and experience

Desirable

* Relevant degree with considerable experience; or
* Relevant Diploma; or
* Attainment through previous appointments, service and/or study, an equivalent level of skills to undertake the range of activities required.
* An employee without formal qualifications and/or training or equivalent skills may be required to undertake relevant study or training.

# OTHER REQUIREMENTS

* Approved working with children clearance as per state requirements.
* Approved NDIS Worker Screening Clearance
* NDIS Orientation Certificate
* COVID-19 Vaccination Booster Certificate

# SELECTION CRITERIA

* Demonstrated ability to work effectively in a team environment and/or independently and to prioritise tasks to ensure deadlines are met in an environment that is subject to specific timeframes.
* Sound interpersonal skills including excellent written and verbal communication skills and the ability to interact and liaise effectively with internal and external stakeholders.
* Excellent IT skills and knowledge of Microsoft Office, finance, CIMS, rostering and payroll systems.
* Ability to prepare information that requires little rework including grammar, spelling and formatting.

# SIGNATURES

**Signed for and on behalf of the Organisation:**

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| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |

**The Employee:**

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

|  |  |  |  |
| --- | --- | --- | --- |
| Name: |  | Signature: |  |
| Position: |  | Date: |  |