

## POSITION DESCRIPTION

### Business Systems Support Analyst

Position Title	Business Systems Support Analyst
Fraction	Part-time
Days, hours	Flexibility in days and hours
Location	Abbotsford Convent, Abbotsford
Reporting to	Finance and Administration Manager

#### Role and Responsibilities

The Finance and Administration function at Wildlife Victoria is accountable for all financial management and administrative matters for the organisation. The Business Systems Support Analyst is responsible for contributing to the smooth running of organisational operations through oversight and administration of the Wildlife Victoria systems landscape.

The Business Systems Support Analyst is accountable for supporting staff with systems issues, implementing continuous improvement, ensuring systems are administered appropriately including role based permissions, making configuration and other changes and providing other support and assistance as required.

#### Key responsibilities:

- Build proactive relationships with and liaise directly with Wildlife Victoria's technology support providers and software providers for change management and other systems matters.
- Gather requirements and recommend changes for business systems support arrangements to ensure ongoing continuous improvement
- Key point of support for Wildlife Victoria staff for all systems issues. Troubleshoot and promptly resolve systems and technology hardware issues
- Make business configuration changes
- Custodian of systems security framework for staff. Management and maintenance of systems access rights including activities associated with onboarding and offboarding staff and volunteers
- Write procedures and work instructions for systems related matters to improve employee education and efficiency. Conduct training as required.
- Gather and document business requirements for systems changes and implement
- Production of regular and ad-hoc reporting as requested
- Other duties as required and directed by the Finance and Administration Manager

## Selection Criteria

### Essential:

- Certified Salesforce Administrator (201)
- Two+ years related experience with Salesforce Lightning (setup and configuration) including utilisation of Salesforce platform.
- Strong understanding of Microsoft Office 365
- Proactive and responsive. Expert active listening and problem solving skills with demonstrated ability to work effectively as part of a team
- Calm, ability to work under pressure and prioritise work
- Excellent communication skills

### Desirable:

- Salesforce NPSP experience
- Marketing tools experience
- Applications support experience
- Connection to the Wildlife Victoria purpose

## About Wildlife Victoria

Wildlife Victoria is a Charity that has provided the Victorian community with a Wildlife Emergency Response service for over 30 years. The organisation has a small number of paid staff and a large number of volunteers.

Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation. Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 80,000 requests for help a year and help over 50,000 animals. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal.

The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release.

We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans.

In addition to the rescue service, through our education programs and activities we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes towards wildlife.