

Position Description

Title	Systems Support Officer – HCM Applications
Business Unit	Finance
Location	130 Lonsdale st, Melbourne, & WFH
Employment type	Fixed Term Full Time
Reports to	Project Mosaic Project Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people, and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills, and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex, and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate, and bold

1. Position purpose

The position is responsible for supporting a portfolio of critical applications in collaboration with a range of internal stakeholders and liaison with the vendor and third-party application providers as required. Initially, as part of the Project Mosaic project team, assist in the implementation of the solution, gaining a strong understanding of the applications and how they have been implemented within Uniting. Once the system is in production, the purpose of the role is to ensure HCM systems are maintained effectively, user satisfaction promoted & new systems adopted through high quality, efficient and consistent system support. Act as the Subject Matter Expert (SME) on key projects to consolidate/procure fit for purpose HCM applications and be the primary person supporting users & technical components of the systems post implementation.

2. Scope

Budget:

nil

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People:

nil

3. Relationships

Internal

- Project Mosaic Project team
- People & Culture team
- Payroll Team
- ICT team
- Uniting employees, volunteers, and contractors with a focus on end users of applications

External

- Vendors and partners
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4. Key responsibility areas

Project Mosaic Implementation

- Participate in design workshops, configuration workbook completion, testing of the Uniting Dayforce environment.
- Be responsible for maintaining user access and security profiles in the environment.
- Other duties as directed by the Project Manager.

System Management

- Administration management and full oversight of the day to day running of applications in the portfolio.
- Manage application specific user security roles and permissions including account creation, termination, and access changes as a part of onboarding, offboarding, auditing & internal transfer processes.
- Identify and report areas of security risks to next level supervisor and ICT Security Manager and work together to mitigate and manage.
- Collaborate with key business partners and the ICT team to ensure data integrity, security, and quality aligns with legal and funder compliance requirements.
- Work with the ICT team to maintain various environments to ensure parity between development, test and production environments & adequate database back-ups & restore processes are in place.
- Lead the process of testing new or existing updates/features/fixes/maintenance.
- Develop and maintain a calendar of system updates and maintenance activities for the applications in the portfolio.
- Identification of the effect of changes including any implications for business operations and new and integrated third party applications.

User Support

- Identify, recommend, and implement technical and business process improvements in partnership with business owners, vendors, and users.
- Enhance user capabilities and confidence in using the system through provision of timely and appropriate user support and training.
- Provide technical support and training through a range of modes and methods (onsite, virtual, phone, email, recordings, user guides)
- Triage issues and user support requests through to resolution through effective liaison with users, the ICT team, and escalation to vendor (as required) to effectively & efficiently trouble-shoot and resolve user and system issues.

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- Ensure all issues are recorded as helpdesk tickets with regular updates provided to users on progress.
- Ensure all resolution of user issues are communicated to appropriate business areas and reflected in user support documents.
- Work with business owner(s) and ICT to manage and perform upgrades as required including system testing and documentation.

Administration

- Manage, control and document requests, modifications, and enhancement to meet business needs in line with Uniting's change management processes.
- Communicate all system changes, features and best practices across to relevant users & stakeholders.
- Maintain system documentation (including any third-party applications) & user resources in Uniting's centralised repository.
- Document systems and processes for enhanced functionality and to mitigate and resolve any issues, including security issues.

On-going Projects

- Support business development efforts to implement the consolidation/procurement of applications by acting as the Subject Matter Expert (SME) & ICT conduit in relevant project working groups.
- Liaise with internal stakeholders to gather and document technical requirements that meet cross functional business needs.
- Assist in the processes to design, build, test (including UAT) and deploy agreed application.
- Collaborate with key stakeholders to understand and design current and future state technical architectures required to support applications including any third-party integrations.

Core Skills

- Strong and effective written and verbal communication skills with an ability to communicate complex technical concepts & issues to a range of stakeholders.
- Be able to effectively manage time and prioritise multiple tasks independently with minimal supervision.
- Demonstrated troubleshooting & problem-solving skills.
- Promote and maintain a positive, respectful, and enthusiastic work environment.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
Based on a relationship with a current member of Uniting's workforce
Based on my ongoing work with another organisation
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5. Performance indicators

- Allocated helpdesk tickets are resolved in line with Uniting's business requirements and ICT processes.
 - System changes are compliant with Uniting's processes.
 - Qualitative & quantitative feedback from users & helpdesk tickets demonstrates efficient and high-quality customer service.
 - Documented issues log identifying re-occurring issues, system/process gaps & recommendations on decisions, priorities & action plans for the business to determine requirements for system enhancements.
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6. Person specification

Qualifications

- A tertiary qualification in either Information Technology or Community Services/related discipline

Experience

- Demonstrated aptitude to quickly learn business processes and systems, and successfully transfer knowledge to users.
- Ability to build positive relationships with a diverse range of stakeholders.
- Knowledge of business analysis, process improvement and systems implementation.
- Knowledge of HCM systems is preferred.
- Experience working in a large, complex environment is preferred.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated qualifications, relevant experience, and capability to meet key responsibilities.
 - Strong and effective written and verbal communication skills with an ability to communicate complex technical concepts & issues to a range of stakeholders.
 - Be able to multi-task and effectively manage priorities autonomously.
 - Demonstrated troubleshooting & problem-solving skills.
 - Self-motivated with a desire to innovate and improve on the current state.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking. It is a condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: