

POSITION DESCRIPTION

Position Title:	ERP (Enterprise Resource Planning) Administrator
Position Number/s:	CCB-133
Employment Type:	Full Time, Permanent
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 7
Directorate:	Corporate and Community Building

POSITION OBJECTIVE

The ERP Administrator is responsible for managing and administering Council's ERP systems, primarily the TechnologyOne platform, ensuring continuity of service, system and data security and integrity, and system maintenance. This position works under the general direction of the Chief Information Officer, and participates as an advisor in various managing groups, including the IT Steering Committee, and BEST Project. Additionally, this position assists other ICT projects, including compliance with the Essential Eight framework.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Information Officer
Directly supervises:	Nil

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Act as administrator of the TechnologyOne platform and other supporting ERP systems, including system security and compliance, data integrity, identify and manage technology related enhancements and opportunities, vendor case log management, and development and maintenance of system documentation.
2. Provide high-level technical ICT expertise, knowledge, and support to assist in the delivery of ICT projects related and non-related to the TechnologyOne platform and other supporting ERP systems.
3. Ensure projects are delivered in accordance with sound project management methodology and Council's Project Management Policy including governance management, risk management, issue management, stakeholder communications and reporting.
4. Lead and/or participate in ongoing reviews of business processes and developing optimisation strategies.
5. Provide reports to the Chief Information Officer as required for submission to various committees, leadership teams, Council, or as requested.
6. Provide plain language advice on technical issues to non-technical stakeholders.
7. Responsible for making and keeping records in accordance with legislation, information standards, and other relevant guidelines and procedures, and ensuring records are captured in the authorised record keeping system.

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8. Comply with Council's Workplace Health & Safety (WHS) Management System including; WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under the Work Health and Safety Act 2011. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure. Officers also have obligations to ensure consultation takes place for issues and changes that may impact safety. Officers have a duty to exercise due diligence to ensure the organisation complies with the applicable laws.
9. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

POSITION REQUIREMENTS

| Knowledge, skills, and abilities |

Essential:

- Demonstrated significant operational knowledge and technical expertise in delivering, managing, maintaining, securing, and auditing ICT systems and solutions.
- Experience in the TechnologyOne platform, and/or other local government ERP solutions.
- Demonstrated significant relevant experience delivering multiple projects from inception to completion.
- Proven ability to analyse complex data and information to understand business impacts and develop mitigations.
- Demonstrated experience in providing strong project management expertise with understanding of project management methodologies.
- Experience in implementing successful change and continuous improvement within a significant service delivery area pursuing innovation and excellence in service delivery.
- Experience in stakeholder engagement to ensure needs are clearly defined and met, and all impacted parties are informed.
- Competence in the effective management of human, financial, physical, and other resources to achieve Council's business objectives and to meet the needs of the community.
- Proven experience in Microsoft operating environments, including relating to server infrastructure and databases.
- Demonstrated experience creating detailed reports, collating data and providing outcomes via innovative presentations.
- Exceptional analytical, investigative, creative and conceptual thinking skills.

Desirable:

- Experience in implementing and maintaining Essential Eight mitigation strategies.

| Education/Qualifications |

Essential:

- Degree qualified (ICT, computer science, business information systems or equivalent) and/or commensurate experience.

| Licences |

Essential:

- Possession and maintenance of a current Queensland 'C' Class drivers' licence.

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PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position is primarily an indoor role and requires sufficient physical ability to work in an office setting, which involves prolonged periods of sitting at a desk and operating a computer and telephone. May be required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting, and carrying. This position will require travel and to undertake field visits which may include working in inclement weather and/ or outside of normal operating hours.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

**Executive
Manager:** _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____