

POSITION DESCRIPTION

POSITION TITLE:	Support Officer – Enterprise Resource Planning (ERP)
DATE:	October 2014
GROUP:	Finance and Business Strategy
BRANCH:	Information & Communications Technology
SECTION:	Application Services
CLASSIFICATION:	Level 6
AWARD:	Queensland Local Government Officers' Award, 1998
STREAM:	Administration Services

OBJECTIVE OF THE POSITION – WHAT YOU WILL DO

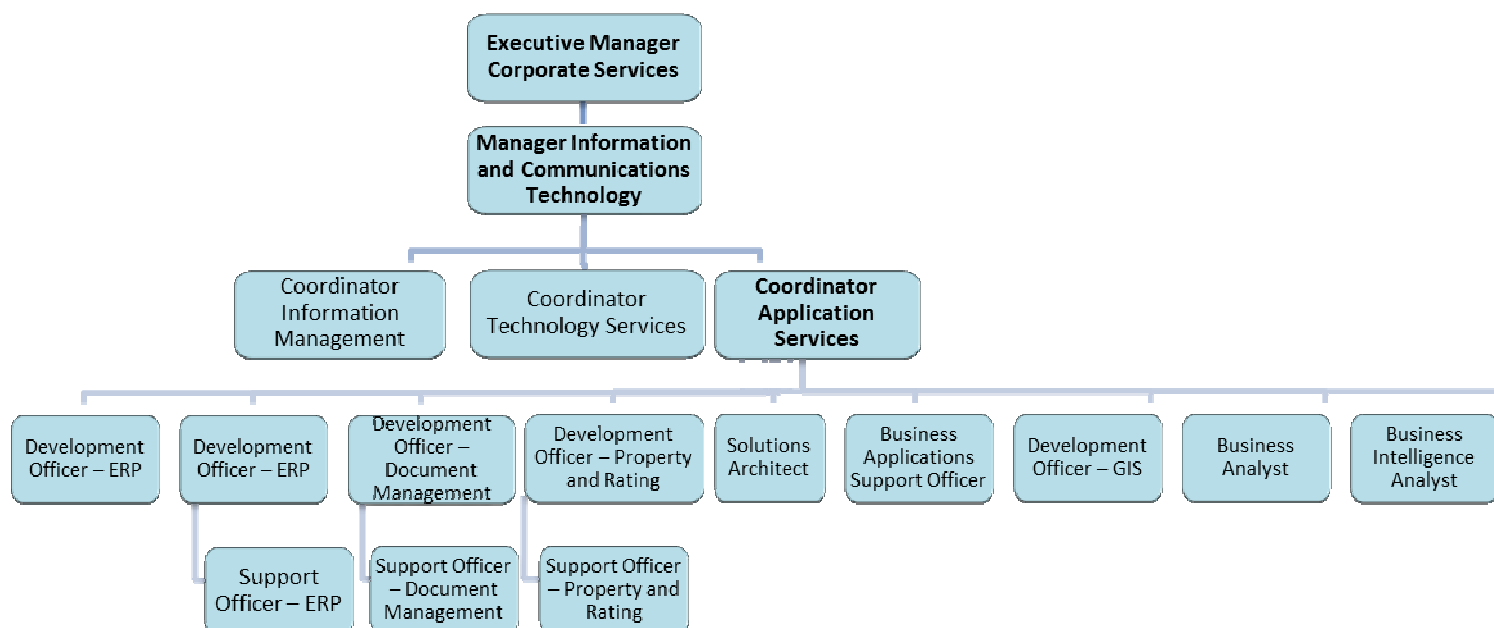
The Support Officer – Enterprise Resource Planning (ERP) operates under limited direction providing specialist support services to key stakeholders and customers of Council's ERP.

The Support Officer assists the Development Officer – ERP, who is responsible for delivery and support of Council's Information, Communication and Technology business systems related to financial management, asset management and human resource management.

ORGANISATIONAL CHART AND DELEGATIONS – WHO YOU WILL WORK WITH

This position reports to the Development Officer – ERP.

There are no Financial Delegations with this position.



KEY ACCOUNTABILITIES – THE WORK YOU WILL DO

1. Assist in the development, promotion, and configuration of Council's ERP to ensure that customers and other stakeholder's needs are met.
2. Provide a high level of customer service and technical expertise in the delivery and second level support of Council's ERP.
3. Investigate opportunities for improvement in ERP and service delivery to customers
4. Assist in the integration of Council's ERP with other Council systems
5. Work closely with other staff within the Information & Communications Technology Branch to ensure that the branch delivers a consistent level of service, which meets the needs of our customers

ABILITIES, SKILLS AND KNOWLEDGE – WHAT YOU ARE REQUIRED TO HAVE

1. Excellent organisational skills with the ability to apply a high level of knowledge and skills of relevant procedures, policies and activities.
2. Demonstrated time management skills including the ability to set project priorities and plan and organise work to achieve set and agreed performance and service standards and meet deadlines
3. Ability to develop and coordinate project plans and timelines for the efficient and effective implementation of small development
4. The ability to undertake various jobs and duties simultaneously often with conflicting schedules
5. Demonstrated ability to conduct one on one and ad-hoc training
6. Demonstrated ability to support Electronic Document and Records Management systems and/or experience in the support of a range of IT systems, including Microsoft Windows Server 200x, Microsoft SQL databases and Microsoft Office client desktops
7. Demonstrated ability to develop documentation for and instruct computer helpdesk support and other staff in the operational support and maintenance of all EDRMS software
8. Excellent customer service skills with the ability to provide accurate timely advice in a helpful and supportive manner.
9. The ability to ensure all work is performed to meet safety legislative requirements and responsibilities of Council. This includes complying with all workplace instructions and procedures, using protective equipment provided and not placing any peoples' safety at risk by your actions.

QUALIFICATIONS, EDUCATION AND LICENCES – WHAT YOU ARE REQUIRED TO HOLD

1. Tertiary qualifications in Information Technology, Business Systems or a related field from a recognised institution, with relevant experience in supporting an ERP system; or a combination of extensive experience, expertise and competence in supporting and ERP system, which enables the incumbent to perform all duties of the position.
2. Possession of PRINCE 2 project management certification; or a willingness to obtain within 6 months of commencement.
3. Possession of Information Technology Information Library (ITIL) qualifications; or a willingness to obtain within 6 months of commencement.
4. Possession of a current "C" Class Driver's Licence.

Employees must

1. Be willing to work flexible hours to meet the requirements of the position
2. Be willing to work at any location within Toowoomba Regional Council subject to organisational requirements
3. Participate in Council's training and development programs
4. Participate in the Annual Planning Performance and Review process
5. Agree to act within the requirements of Council's policies
6. Act in accordance with the *Local Government Act 2009* and the provisions of Council's Code of Conduct
7. Abide by Council's values for serving the community ie: responsive customer service; integrity and impartiality; openness and accountability; and equity
8. Be mindful and report all instances of environmental harm, which may be caused or discovered in carrying out their duties. Employees working on an Environmentally Relevant Activity Site are bound by the provisions of the Environmental Management System
9. Be willing to obtain a 'Suitability Card' to enable staff to work with people under eighteen (18) years of age if required
10. Agree to undertake a medical assessment by Council's medical practitioner if required and to be medically fit and physically capable of meeting the requirements of the position
11. Agree to Council conducting a Criminal History Check.
12. Comply with statutory and Toowoomba Regional Council WHS Management System, SafeTRC, WHS policies, procedures and work instructions which include:
 - I. Being aware and following the intent of the Toowoomba Regional Council WHS Management System, SafeTRC, the WHS Management System Plan and Monthly Action Plans (MAPs).
 - II. Performing all work and associated functions in a safe manner.
 - III. Complying with all documented WHS policies, procedures, work and verbal instructions issued by Toowoomba Regional Council or its officers.
 - IV. Correctly using, storing and maintaining all personal protective clothing and equipment supplied by Toowoomba Regional Council.
 - V. Identifying hazards, conducting risk assessments, and taking corrective actions to eliminate hazards where possible in the workplace, and/or reporting hazards and risks in accordance with WHS procedures.
 - VI. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas of Toowoomba Regional Council workplaces.
 - VII. Reporting and assisting with the investigation of all incidents within the workplace, including illness, injuries, near misses and property damage.

- VIII. Attending any Toolbox Talks or specific training supplied by Toowoomba Regional Council.
- IX. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures.
- X. Working in a manner that will not place at risk themselves, other workers, or the public.
- XI. Reporting any concerns for WHS to their Supervisor.

APPROVAL

SIGNATURE OF MANAGER

DATE

SIGNATURE OF EMPLOYEE

DATE