

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik’s vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation’s values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik’s values

- Respect 

- Integrity 

- Collaboration 

- Adaptability 

- Community 

Our Customer First Commitments

1. Empathetic

2. Consistent

3. Effective

4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Business Systems Analyst
Position Number:	0025
Classification:	Band 6
Tenure:	Permanent Full Time
Directorate:	Culture and Performance
Department and Unit:	Information Technology
Reports To (Title):	IT Applications Lead
PD approved by (Manager or Director Title):	Manager, Information Technology
Date approved by Manager or Director:	July 2025
Date approved by HR:	July 2025

1. Position Purpose

This position sits within the Information Technology unit, which is responsible for the planning, development and implementation of information technology strategies, policies and projects that support Council's objectives. The Unit, consisting of specialist professional staff, manages and provides support for Council's technical and corporate systems and applications including GIS services.

The primary purpose of this role is to design, develop, support and promote Council's core systems and applications and enhance the organisation's application systems in accordance with organisational strategies.

2. Position Objectives

The primary objectives of this position are to:

- Provide specialist advice and resolve technical issues around Council's core IT systems and applications.
- Provide direct support and technical services to system users.
- Establish techniques and methodologies in delivering successful project outcomes to the organisation.
- Improve current systems and processes through continuous improvement methodologies to align systems to operational work requirements using a consultative approach.
- Enhance the overall structure, configuration, business rules, requirement analysis, with training and helpdesk support of application systems in accordance with organisational strategies.

3. Key Result Areas

3.1 Systems Management and Maintenance

- Review and improve application systems to maximise effectiveness.
- Manage customer expectations and concerns in a timely manner, including provision of user training, support, access to information and responding to customer service problems.
- Exercise a high level of independent judgement in matters relating to data integrity, security and for systems availability.
- Responsible for ensuring allocated project delivery objectives are met efficiently and effectively within the confines of established budgets, timeframes and plans.
- Configuration of systems to provide organisational reporting requirements.

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3.2 Internal communications

- Create relevant procedures, work instructions, interactive forms and other system documentation as required to establish and maintain the efficient operation of the business.
- Establish and maintain professional relationships across Council to provide reliable and concise information and advice in a supportive and responsive manner and to implement the decisions and policies of the Council.
- Actively participate, with input to the decision making process, by monitoring customer requirements and the quality of the unit's services to ensure responsiveness, accessibility and accountability of all services.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting the participation in short-term cross-functional teams to identify, analyse and address opportunities and business challenges facing the organisation.

3.3 Customer service and relationships

- Support the Manager IT and IT Applications Lead in ensuring that Council's objective of customer service excellence is reflected in the operations of the unit by developing and maintaining systems and processes to ensure responsive, timely and high-quality follow-up to enquiries, service requests and complaints from all customers.
- Ensure that Council's objective of customer service excellence is reflected in day-to-day operations by providing responsive, timely and high-quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.

3.4 Continuous improvement

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.

3.5 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

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3.5 Financial administration

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation, management and reporting of any allocated budget and maximising the financial benefit of all allocations.

3.6 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4 Job Characteristics

4.1 Accountability and extent of authority

- Accountable to the IT Applications Lead for the effective management and operational use of core application systems in accordance with organisational strategies and department plans.
- Prioritise problem resolution for completion within agreed time objectives based on degree of urgency and complexity of problems.
- May provide input into policy development, advice to customers, and manage resources.
- Provide expert advice for the development of policies, methodology and procedures relating to the use of systems.
- Contributes to the development of policies and procedures related to Nillumbik Applications.
- Freedom to act is governed clear objectives and/or budgets with regular reporting mechanisms. Effect of actions taken usually limited to quality or cost of applications, programs or projects.

4.2 Judgement and decision making

- Exercises independent judgement and makes recommendations relating to data integrity and security and for systems availability.
- Ability to act on own initiative in handling urgent or emergency requests for support including out of hours support.
- Problem solving in this position may involve the application of established knowledge and techniques to new situations.
- Guidance and advice usually available from the IT Applications Lead.

4.3 Qualifications

- Tertiary qualification in Information Technology, Computer Science or related discipline or through lesser formal qualifications with substantial experience in a similar role.

4.4 Experience

- Experience and understanding of database systems and data management processes.
- Experience in projects or activities involving data migration, software upgrades and software patches.

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- Experience in facilitating IT systems related training.
- Demonstrated ability to provide consulting and expert technical expertise to technical and non-technical staff, covering all aspects of the systems the team supports including application maintenance, support, selection, configuration, testing, implementation and/or enhancements.

4.5 Specialist Skills and Knowledge

- Project management experience and skills.
- Demonstrated ability to apply problem solving and analytical skills to complex situations.
- Knowledge and skills in the operations and support of local government application systems or similar environment.
- Ability to quickly adopt new technologies.
- Experience in conducting and coordinating user-acceptance testing and other types of testing that involves business stakeholders.
- Understanding of the long-term goals IT unit and relevant policies of the unit and wider organisation.

4.6 Management Skills

- Ability to manage, plan and organise own work to achieve set objectives efficiently within resources and time.

4.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community.
- Highly developed oral and written communication skills and set a high standard of professionalism.
- Ability to gain co-operation in the administration of defined activities.
- Ability to discuss and resolve specialist problems, within and externally to the organisation.
- Ability to work independently within in small team context.
- Liaise with hardware and/or software suppliers to resolve technical and operational problems.
- Ability to work effectively with technical and non-technical stakeholders.
- Has a professional approach and commitment to excellence of service and performance.
- Has effective vendor management and presentation skills.

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5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at a desk, work station or in meeting rooms • Driving a vehicle to other locations, as required • Standing and bending
Upper Limb / Body	<ul style="list-style-type: none"> • Lifting and lowering materials, e.g. getting materials from shelves • Some handwriting • Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none"> • Some twisting, e.g. access desk drawers • Carrying items, e.g. materials for the program • Bending below the knee
Work Environment	<ul style="list-style-type: none"> • Indoor air conditioned offices with carpeted floors • Adjustable work station • Adjustable chair provided
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none"> • Interacting with internal and external customers • Simultaneously talking on the telephone and writing down notes • Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.

6. Key Selection Criteria

- Tertiary qualification in Information Technology, Computer Science or a related discipline or through lesser formal qualifications with substantial experience in a similar role.
- Experience working on projects or activities involving data migration, software upgrades and software patches.
- Experience and understanding of database systems, data management processes and in report generation and complex queries utilising SQL Reporting Services / Business Intelligence or other reporting tools.
- Proven ability and achievement in continuous improvement through the promotion and ongoing maintenance and development of IT systems.
- Demonstrated ability to provide consulting and expert technical expertise to technical and non-technical staff, covering all aspects of the systems the team supports including application maintenance, support, selection, configuration, testing, implementation and/or enhancements.
- Experience in facilitating IT systems related training and in conducting and coordinating user-acceptance testing and other types of testing that involves business stakeholders.
- Pathway experience preferred but not essential.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- The incumbent may / will be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.

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8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. . Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact Chris Cheong, IT Applications Lead on (03) 9433 3336. Applications can be submitted online at [Nillumbik Website](#) until 10pm (AEDT), Thursday 24 July 2025.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au