

## SCHEDULE A



### POSITION DESCRIPTION

## Business Systems Administrator

#### *Alkira's Mission*

*Alkira strives to meet the needs and interests of people with an intellectual disability, through care and support that will enrich and challenge them to be a part of the world community.*

<b>SERVICE AREA:</b>	Organisation Support
<b>REPORTS TO:</b>	Business Systems & Finance Manager
<b>LIASION</b>	<b>Internally</b> – All Alkira staff <b>Externally</b> – IconGlobal, IT Consultants, other IT providers and associated stakeholders
<b>AWARD AND GRADE:</b>	TBC
<b>DATE LAST REVIEWED:</b>	10 February 2017

Alkira is a community sector organisation providing a range of services and supports for adults with an intellectual disability and their families in the Eastern Metropolitan region of Melbourne.

Alkira's service philosophy is based on recognizing, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organization.

All staff have a responsibility for contributing to:

- The multi-disciplinary teamwork of the organization;
- Ensuring supports are provided to clients in consultation with their families;
- A process of continuous quality improvement throughout the organization;
- The maintenance of organizational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality and occupational health and safety.

### ROLE

This role is responsible for:

- Managing the implementation of Carelink+ CRM by co-ordinating the roll-out of the balance of + modules and associated information management;
- Becoming the Subject Matter Expert for Carelink+ and associated programs/applications;
- Communicating regular updates, and providing reports and analytics, to stakeholders;
- Developing training materials and delivering training;
- Liaising with internal and external Carelink+ and other IT providers to ensure Carelink+ and related IT systems operate effectively;
- Developing appropriate reports (using Crystal Reports) to enhance operational performance by providing superior business analytics to staff;
- Supporting Change Management.
- Develop and maintain appropriate interfaces to our IT systems

This position will be supported by a well-established staff team including our Chief Executive Officer; Business Systems & Finance Manager and Services Support personnel.

The role will ensure that the operations of the services are consistent and relevant and provided in compliance with Alkira Policy and Procedure Guidelines, Organisational Values, the Quality Framework for Disability Services in Victoria, Disability Act 2006 and relevant Occupational Health and Safety requirements.

This job description may be amended by management subject to changing operational requirements.

## **KEY ACCOUNTABILITIES**

<b>Critical Tasks</b>	<b>Key Performance measures</b>
1. Manage the completion of the implementation of Carelink+ working with management and IconGlobal	<p>a. System meets the demands of the organisation and staff are able to access and use Carelink+ relevant to their role</p> <p>b. Project goals are efficiently and effectively met</p>
2. Become the Subject Matter Expert on Carelink+ and other associated programs/ applications including Crystal Reports	<p>a. Management and staff receive specialist advice as required</p> <p>b. Functions of the programs/ applications are fully utilised to benefit the operations of the organization</p> <p>c. Ensure accurate and timely billing is generated from carelink+.</p>
3. Work to the Project Plan timelines including the need to be ready for the NDIS (National Disability Insurance Scheme) roll-out in the North, East and South Metro Regions	<p>a. Alkira successfully transitions to the NDIS</p> <p>b. Carelink+ as the primary program for capturing and generating NDIS related information</p>
4. Work with the management team, and others, to implement Carelink+ and develop new processes utilising Carelink+	<p>a. Business requirements/ specifications are clearly documented and communicated</p> <p>b. Improved business processes through better utilisation of database capabilities are achieved</p>
5. Provide reporting functionality, as identified by management, with a focus on efficiencies	<p>a. Management receive regular reports:</p> <ul style="list-style-type: none"> <li>• informing Carelink+ progress against the Project Plan</li> <li>• detailing any anomalies, risks and issues associated with the overall project.</li> </ul> <p>b. Reports are used to inform Business decisions</p>
6. Develop Training Plans, training materials, including test plans, and deliver training to existing and new Carelink+ user Groups	<p>a. User groups access and work effectively in Carelink+ and associated programs/ applications based on their roles</p> <p>b. Test plans are utilised during the implementation as a training tool</p> <p>c. Resource materials are available for reference for Carelink+ users</p>
7. Assist the development of effective Carelink+ systems policies and procedures for the organisation	<p>a. Procedures are detailed based on current practices where they incorporate Carelink</p> <p>b. Staff have access to up to date procedures on the use of Carelink+ and associated programs/ applications to undertake their role</p>
8. Maintain project logs	<p>a. Detailed logs documenting action items, risks, issues, decisions, business rules, changes are available and referred to as required</p>
9. Liaise with internal and external stakeholders to ensure Carelink+ and related IT systems operate effectively	<p>a. Collaboration with the system developers, colleagues and network support informs and enhances business performance.</p>
10. Support Change Management by encouraging and supporting Carelink+ users to have a positive experiences	<p>a. Alkira successfully participates in and supports the implementation of change to the business/ IT systems incorporating Carelink+ and associated programs/ applications</p>
11. Undertake preventative measures and issue resolution strategies as required	<p>a. Alkira implements preventative measures where required, and resolves any issues that arise efficiently and effectively</p>
12. Develop a Communication Plan and provide regular updates to Alkira stakeholders	<p>a. Alkira stakeholders are regularly informed of progress with the Carelink+ implementation project.</p>

## **PRE-EMPLOYMENT AND INHERENT REQUIREMENTS OF THE JOB**

### **Essential**

1. Demonstrated knowledge and experience using CRM's with capacity to gain the understanding and skills to use and develop Carelink+, including the use of reporting tools to extract information.
2. Demonstrated experience developing and delivering training and the ability to coach and mentor team members and application users.
3. Previous experience in the preparation of detailed user documentation for business systems.
4. Ability to design, develop and maintain project plans using MS Project.
5. Solution focused approach to problem solving.
6. Strong customer service focus and commitment to the provision of quality services and support.
7. Post-secondary qualifications in ICT, and/or experience using systems within a health, disability, community services, or finance environment.
8. Demonstrated understanding of managing the life cycle, disciplines and procedures of a project.
9. Excellent interpersonal, numeracy, written and oral communication skills.
10. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment.
11. Demonstrated awareness of the organisation's vision, mission and values.
12. Current Victorian Drivers Licence.

### **Desirable**

1. Advanced skills in MS Office applications (including Excel, Word, Outlook, PowerPoint, SharePoint and Visio).
2. Experience in the Disability Services sector.

## **KEY SELECTION CRITERIA**

Selection will be based on the qualifications, experience, abilities, skills, knowledge and personal attributes that are required for achieving the key accountabilities and inherent requirements of the job listed.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

1. Advanced experience in CRM's.
2. Intermediate SQL & Crystal report (or equivalent) capability.
3. Tertiary qualification(s) in Information Technology or information business systems.
4. Experience in concepts and methodologies of managing a project.

#### **Desired:**

1. Experience with Carelink+.
2. Experience with Navision, Micropay or similar systems will be advantageous.
3. Certificate 4 in Training and Assessment.
4. Knowledge of or existing role as a Business Analyst with technical capabilities.
5. A broad knowledge of the disability industry and the NDIS (National Disability Insurance Scheme).

### **ABILITIES AND ATTRIBUTES REQUIRED FOR ACHIEVING KEY ACCOUNTABILITIES**

#### **Systems Administration, Support and Customer Service**

1. Provide support and respond to system queries from stakeholders relating to the Carelink+ system.
2. Be the key contact with the external vendor support team in all matters relating to the current operations of the application in business units where Carelink+ has already been implemented.
3. Support the Carelink+ implementation team in all matters relating to the rollout of Carelink+ to additional business units.
4. Support the Carelink+ implementation team with all product upgrades, patches and fixes.

5. Set up and maintain approved new users for the Carelink+ system, ensuring users are registered with appropriate access to the areas required to support their role.
6. Organise, coordinate and deliver user training.
7. Prepare and maintain user documentation, ensuring current versions are up to date.
8. Provide management with requested reports within specified timeframes.
9. Build and maintain an internal knowledge base (in conjunction with the Quality & Systems Officer) to ensure that the functions of the application are fully utilised to benefit the operations of the organisation.

#### **Technical Support**

1. Contribute to data migration activities.
2. Perform system and user acceptance testing for Carelink+.
3. Identify and resolve risks and issues relating to Carelink+.
4. Ability to understand and interpret interface specifications.

#### **Quality, Continuous Improvement and Risk**

1. Actively participate in the operation of the organisation's quality system particularly in relation to the implementation of relevant compliance requirements to enhance the organisational ICT experience.
2. Actively support and promote a culture of continuous improvement.
3. Ensure that all documentation is updated and completed to meet organisational, legal and/or compliance requirements.
4. Actively manage compliance with Alkira's policies, procedures and documentation requirements.
5. Effectively manage the operational risks associated with Carelink+ CRM.
6. Comply with all Alkira OH&S policies and procedures.

#### **Interpersonal and Communication Skills**

1. Use of broad range of communication and negotiation skills when dealing with others.
2. Well-developed solution based problem solving skills.
3. Ability to prioritize work and manage time effectively to achieve individual/team requirements and results.
4. Embracing change and an ability to analyse benefits and problems in a constructive way that will benefit all parties.