

Position Title	Business & Information Systems Analyst
Directorate	Customer and Information
Department/Business Unit	Digital Technology
Team	Digital and Data Transformation
Classification	Band 6
Date	October 2025
Reports to:	Digital and Data Transformation Lead
Supervises:	Nil
Internal Liaison:	- All Council Staff - Councillors
External Liaison:	- Contractors - Vendors - Software Suppliers - IT Professionals

Position Objectives

Your primary purpose in this position is to:

- Maintain and support Council's Core Information Systems and upgrades.
- Provide day-to-day technical support and encourage effective use of Information Systems across the organisation.
- Assist in reviewing business processes and suggest improvements or enhancements.
- Participate in the investigation and implementation of new initiatives, managing own tasks and priorities.
- Use data analysis to support decision-making and improve operational processes.
- Create and maintain comprehensive project documentation and develop test plans.
- Work with departments to gather and clarify business requirements.
- Liaise between business stakeholders and technical teams to support system changes.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential Qualifications and Experience:

- Tertiary qualification or equivalent experience in Information Technology.
- Experience supporting Corporate Systems or similar local government software (e.g., Objective, Property and Rating, Merit CRM).
- Experience assisting with system upgrades and testing.
- Well-developed analytical, problem-solving, organisational, and time management skills to prioritise responsibilities and meet deadlines.
- Ability to work both independently and as part of a team.
- Strong written and verbal communication skills, with the ability to communicate effectively with staff at all levels.
- Experience using data visualisation or reporting tools (e.g., Power BI, Tableau)
- Familiarity with Agile methodologies to support project efficiency and adaptability.

Desirable:

- Understanding of and experience in supporting web-based systems
- Knowledge of SQL Server functions
- Experience with cloud-based systems and services (e.g., AWS, Azure).

- Certifications in relevant areas (e.g., Certified Business Analysis Professional (CBAP), Project Management Professional (PMP)).

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Systems Management	• Manage and Maintain selected Corporate Information Systems to enhance functionality and expand corporate use of systems, resulting in strong user uptake and ownership of applications. • Contribute to needs analysis and help identify suitable solutions for Council's system requirements. • Assist in the provision of effective project management support for the introduction of new technology systems, on time and within budget resulting in satisfied users and improved service delivery. • Assist in the development and delivering training sessions to promote effective use of systems when required.
Technical Support	• Provide technical support for users of Council's Information Systems resulting in improved business functionality for our users. • Lead proactive testing and implementation of new systems and upgrades • Administer and manage help desk calls logged into the Information Systems and Projects queue. • Support users with effective and responsive actions of user requests ensuring high satisfaction
Business Support	• Investigate opportunities with service units in order to enhance and fully utilise functionality within corporate systems resulting in measured improvement to business processes and information systems functionality. • Investigate opportunities for improved integration of core systems resulting in integration of systems providing increased productivity data quality. • Act as an effective and responsive conduit between service units and information System units to ensure user business needs are met, providing them with regular reports and progress updates.
Business Intelligence	• Use query tools such as Power Bi or MS Reporting Services to extract data from systems to facilitate ad hoc user and business unit enquiries resulting in timely and accurate reporting to service units and users. • Prepare and present reports and information from IT systems to support council operations and strategic planning.
Customer Service	• Respond to all customer issues in a courteous, professional, and timely manner. • Efficiently support staff and project stakeholders in resolving issues.
Working Out of Hours	• This position may occasionally require work outside standard business hours, such as evenings or weekends, to support the upgrade or maintenance of Council systems. Advance notice will be provided wherever possible, and any out-of-hours work will be managed in accordance with Council's relevant policies and procedures.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☒ **Not required.**
- ☐ **This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		☐	☐	☒	☐
Team based work – works in a team of people and not exposed to isolation		☐	☐	☐	☒
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		☐	☐	☐	☒
Concentrating – high levels of concentration required while completing required tasks		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☐	☒
Decision making – required to exercise sound decision making while completing all aspects of the position		☐	☐	☒	☐
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		☐	☐	☐	☒
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		☐	☐	☐	☒
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		☐	☐	☐	☒
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		☐	☐	☐	☒
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		☐	☐	☒	☐

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☐	☒
Standing – standing in an upright position, moving less than 3 steps		☐	☒	☐	☐
Walking – In an upright position, moving more than 3 steps		☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☒	☐	☐	☐
Reaching – Extending arms out in any direction		☒	☐	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☒	☐	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<i>thumb on the other, typically without the object touching the palm</i>					
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☐	☒	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Increase in the use of digital platforms (e.g., Snap Send Solve) where the freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives
- Successful delivery of digital transformation projects (e.g., ERP, AI initiatives).
- Effective management of budgets and resources.
- Positive stakeholder feedback and engagement where the freedom to act is subject to regulations and policies and regular supervision

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Exercise independent judgement in solving complex problems where the nature of the work is usually

specified with methods, procedures and processes developed from theory or precedent.

- Developing innovative solutions, which will generally be based on previous experience. Guidance and advice are usually available.
- Analyse and evaluate a range of options in policy formulation and project delivery, providing recommendations that have a significant impact on organisational outcomes

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Demonstrated proficiency in applying theoretical and practical knowledge of digital technology, information systems, and transformation methodologies.
- Understanding of the long-term goals, values, and strategic direction of the organisation, as well as the broader legal and political context.
- Knowledge of budgeting, financial management, and resource allocation.

Management & Interpersonal skills

The essential position requirements include:

- Proven ability to manage time, set priorities, and plan and organise work for self and others to achieve objectives within tight deadlines and conflicting pressures.
- Experience in implementing personnel policies and contributing to long-term staffing strategies.
- Highly developed interpersonal and communication skills, with the ability to gain cooperation, motivate staff, and resolve complex intra-organisational issues
- Ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

