Role Statement

TITLE OF POSITION: Senior Systems Officer
CLASSIFICATION LEVEL: ASO-5

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

As part of the Safety and Service Division the Facilities Services Branch contribute to the effective management of government building assets through the constant review and improvement of facility related services, plans and procedures to reduce the whole-of-life cost to government or maximise the useful life of its built asset portfolio. The Facilities Services Branch comprises of five (5) sections: Business Management and Support, Health Operations, Metropolitan Operations, Regional Operations and Strategic Operations and Contracts Section.

The position sits within the Business Management and Support Section which is responsible for the management / administration / audit and standardisation of services of the Facilities Services Branch as they apply to the Across Government Facilities Management Arrangements (AGFMA) to deliver a responsive, value for money, quality facilities management services for government agencies. The Business Management and Support Section comprises of 3 Business Units that provide assistance across all areas of Facilities Services in the areas of Finance Systems and Reporting, Branch Support and Programmed Operations.

Role Overview

The Senior Systems Officer contributes to the efficient and effective operation of various Facilities Services business activities and programs by monitoring and reporting against key performance areas. Delivery of innovative improvements to Facilities Services Branch Business Systems, is another requirement of this position. This will be achieved by reviewing, analysing and recommending solutions to business processes. The role requires the ability to extract information from various IT systems, interrogate/manipulate data and produce various management reports to allow strategic analysis and decision making.

Key Outcomes of the Role

Government of South Australia
Department of Planning, Transport and Infrastructure

The Senior Systems Officer is required to undertake a wide range of activities which may include all or any of the following:

a. Implementing and/or coordinating assigned agency programs, projects, systems, policy development processes and/or services that are considered to be broad in scope and may include supporting related planning, change and improvement functions.

b. Motivating and/or mentoring staff and controlling allocated resources to deliver assigned agency programs, projects, systems, policy development processes and/or services.

c. Resolving complex issues with innovative solutions that are consistent with Agency objectives which may include developing and selecting new techniques and methodologies appropriate to the discipline and agency.

d. Providing high level analysis, research, information and expert advice that will assist in the development of assigned agency programs, projects, systems, policies and/or services.

e. Undertaking critical, sensitive and/or complex information, consultation and/or negotiation processes with stakeholders and across government agencies.

f. Coordinating investigations and preparing reports and recommendations on matters of some complexity and sensitivity.

g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

- System development lifecycle experience.
- Advanced programming experience including SQL.
- Advanced Excel experience including database connectivity and pivot tables.
- Business intelligence experience including data warehouses, ETL, data modelling, operational and dashboard reporting.
- Experience with researching and recommending system architecture.
- Some work outside normal hours and inter/intrastate travel involving overnight absences may be required.
- This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history / record check in line with departmental policies and procedures.
- A current driver's licence is essential.

Qualifications / Licences

a. A degree in Information Technology.

Person Capabilities

a. Works respectfully and effectively with Aboriginal and Torres Strait Islander people, and understands their cultural values and ensures programs and services are accessible and meets Aboriginal community needs.

b. Demonstrates a commitment to communicating and facilitating cultural change by influencing the workforce to actively engage and exhibit behaviours reflecting the DPTI values:

   i. **Collaboration** – "At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals."

   ii. **Honesty** – "At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with."

   iii. **Excellence** – "At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we're doing the best. We are committed to ensuring the Health and Safety of our employees and customers."

   iv. **Enjoyment** – "At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive".

   v. **Respect** – "At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another."

c. Facilitates a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.

d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.

e. Demonstrates ability to deliver departmental programs under limited direction, and in a timely manner collaborates intradepartmentally to seek and provide informed advice on complex issues to mitigate the agency's risk.

f. Demonstrates a quick ability to analyse complex projects, negotiate with stakeholders for recommended outcomes, and provides updated written reports in keeping with the Government's Strategic procedures and directions.

g. High level analytical and research skills to evaluate complex information, provide expert advice and communications, and develop clear correspondence and reports with recommendations for time critical deadlines.

h. Demonstrated ability to communicate effectively, succinctly and accurately, in writing and verbally, in a professional and tactful manner including successfully negotiate and resolve conflict with staff and stakeholders.

Delegate Approval

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Name   Signature   Date: /   /