

Role Overview – Systems & Process Support Officer

The Anglican Schools Corporation caters for the academic, spiritual and pastoral needs of over 14,000 students in NSW, ranging in age from four to eighteen years. Currently operating 17 independent schools, the Corporation provides high quality education delivered in a nurturing, caring, Christian environment.

A position is open for a driven, fast learning IT professional with a service driven attitude, excellent communication and technical skills. The successful candidate will join a growing team of dedicated IT professionals working within our Group Office team located in Hurstville.

The purpose of this position is to:

1. Implement and configure both new and existing business systems
2. To create new reports / analytics
3. Provide general 2nd level support for our business systems used at our group office and across our schools
4. Promote the best use of our systems

The role will provide the successful applicant with skill growth in:

1. Business intelligence & data visualisation
2. Initiating and rolling out process and reporting improvements
3. Contributing towards training programs and other structural improvements for our business systems users

The following essential criteria will be used as a guide in determining a person's suitability for this position:

- Demonstrated track record of strong communication skills and service delivery
- Demonstrated IT technical skills, including SQL
- Ability to assume responsibility for outcomes and can work with little supervision
- Ability to develop good relationships with stakeholders and learn quickly about how they interact with our systems on a daily basis

The following desirable criteria will be used in addition to the essential criteria to assist in determining a person's suitability for this position:

- Experience in generating and leveraging data from systems to produce relevant (visual) metrics, which present data in meaningful ways
- Experience with student management and other school-based systems such as Edumate, Edval, Canvas or equivalent products
- Exposure to school working environments
- Exposure to financial systems

How to apply - Applications close when a suitable applicant is found

Applications addressing the above criteria are invited from practising Christians. A covering letter, together with your CV, should be emailed to recruitment@tasc.nsw.edu.au. In addition, we require the details of two professional referees and your current church Minister to be included with your application. Should you wish to discuss the role in more specific detail, Mr Eduard Broekman, Manager; Business Systems can be contacted on (02) 8567 4000.



Group Office Position Description

Mission

To provide affordable quality Christian education

Vision

Serving Christ by equipping students for His world

Group Office Values

The SASC Group Office is in the business of enabling our schools.

We aim to be a Christ- like people. Our values are accuracy & timeliness, ownership of outcomes, improvement and courtesy.

Position Title:	Systems & Process Support Officer
Employee Name:	
Department:	Technology Services
Responsible to:	Systems & Process Support Coordinator
Key working relationships:	Systems & Process Educators, Systems & Process Analysts, School Edumate Co-Ordinators, Other Key System Users
Direct Reports:	
Position Purpose:	To support the optimal use of our business systems through training, advice, user documentation, developing reports and writing queries for our schools and Group Office.
Position's level of authority:	
Key Challenges:	Improving the service levels and functionality of our business systems. Facilitating and optimising the use of data from our business systems for teaching, learning and administration.
Key Result Areas:	Understanding of relevant business systems as used by key stakeholders on a day-to-day basis. Development and refinement of systems configuration, systems support and business reporting.

Key Tasks	Performance Measures
KPI #1 Relationships, Communication & Organizational Delivery	<ul style="list-style-type: none"> • Understanding of how stakeholders interact with key business systems on a day-to-day basis • Communication is delivered in a professional, timely and effective manner • A service oriented approach to all activities and tasks is observed • Workload is planned and prioritized appropriately • Strong working relationships with key staff at schools & GO is observed, evidenced by positive feedback • A problem solving approach to issues is observed • Effective communication with vendors and service providers is used to work through operational issues with key business systems
KPI #2 Application Support	<ul style="list-style-type: none"> • Support requests are effectively dealt with at the first level where appropriate • Support requests are prioritized and responded to in a timely and appropriate manner • User documentation for key business systems within the Corporation are developed and maintained • Recommendations are made where appropriate for process or system improvements to ensure optimal use of business systems • User champions are trained so that schools can reliably operate their business systems
KPI #3 Application Configuration and Database Reporting	<ul style="list-style-type: none"> • Business systems are configured for optimal use, including the creation of templates and reports • Processes and reports are designed, developed and tested for extracting data from business systems for different stakeholders • Systems are continually improved to solve recurring issues
KPI #4 Specific Tasks of Focus for 2018	<ul style="list-style-type: none"> • A sound understanding is developed of our business systems and how they relate to key processes in the schools and group office • Begin to standardize and configure specialist reports across all school business system instances • Improve service delivery to schools by reducing recurring issues and resolution times • Assist in implementation of other projects as required
Signature of holder of Position:	
Date:	
Manager's Signature:	
Date:	