

Carers WA Job Pack

Dear Prospective Applicant

Thank you for your interest in the position of **Systems Support Officer**, with Carers WA.

This is a full-time position which is subject to ongoing funding. The position attracts a salary package circa \$65,000pa plus super and salary packaging, 5 weeks annual leave and two wellness days per annum. Package dependent upon qualifications and experience.

Please find attached the Job Description for the position.

About Carers WA

Carers WA is the peak body representing the needs and interests of carers in Western Australia and is part of a national network of Carers Associations. Carers provide unpaid care and support to family members and friends who have disability, mental illness, a chronic condition, terminal illness, an alcohol or other drug issue or who are frail aged.

Position Description

The Systems Support Officer assists in the development, implementation and maintenance of ICT systems and platforms which support Carers WA business operations, service delivery, data management, and reporting. Working with the Head of Systems Development and the Systems Administrator, the position will provide application based training and support to users, including the development and maintenance of user manuals, task cards and other training collateral. The position will also be responsible for maintaining data quality.

Essential Selection Criteria

1. Minimum 2 years' experience in similar position
2. Demonstrated success in the delivery of application training across a range of systems
3. Experience with client management systems; previous use of Microsoft Dynamics 365 online would be highly advantageous
4. Experience and confidence in providing on-site and remote training and support to a range of end users; tailoring presentations and materials to suit audiences
5. Experience in developing and maintaining a range of user training tools
6. Advanced computer literacy in Word, Excel, PowerPoint and Outlook
7. Strong analytical, problem solving and negotiation skills
8. Strong written, presentation and verbal communication skills
9. Ability to work on several projects simultaneously to tight deadlines, and prioritise workload
10. Ability to work in a team environment with a flexible approach as well as being able to work independently with minimal supervision

The successful applicant will need to provide and/or obtain a National Police Clearance issued within the last 3 months (to be provided upon employment).

Only shortlisted applicants will be contacted for an interview.

Applications must include a covering letter addressing the first 5 essential selection criteria, Curriculum Vitae and contact details of two professional referees. Applications should be submitted online via www.seek.com.au

Carers WA reserve the right to begin the recruitment process and withdraw the position prior to the close date/time.

Please note: shortlisted candidates may be required to participate in skill testing to benchmark technical capabilities.

Applications close at 4.00pm on Monday, 6th July 2020.

Job Description

Position:	Systems Support Officer
Reporting to:	Head of Marketing and Systems Development
Hours of work:	Full-time, 75 hours per fortnight. Monday - Friday, 8.30am - 4.30pm. Weekend and outside of business hours work may be required on occasion.

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Duties and Responsibilities:

- Monitor and maintain specified Carers WA ICT systems on a daily basis
- Provide support to the Systems Administrator for a variety of platforms (eg CRM, Zoom, SendSafely, intranet etc), including (but not limited to) completing minor to medium in-house configurations, customisations and content management
- Assist with development projects to expand system capability and functionality, including conducting UAT to ensure developed functionality works as expected and integrates successfully with existing infrastructure
- Develop system related documents (eg project plans, architecture guides, workflows, business rules etc) and policies and procedures relating to the use of Carers WA systems
- Conduct user training on all Carers WA systems on a continual basis, as well as on-boarding and training of new users across job specific platforms
- Develop and maintain user manuals, guides, task cards and any other training collateral to ensure users are appropriately skilled
- Communicate system updates, changes, outages etc to users and respond to internal and external enquiries
- Respond as first point of contact to user support requests
- Troubleshoot and rectify business-critical outages/issues/breakages with urgency
- Generate and analyse reports to check data and content accuracy and inform management of areas of improvement/further training required
- Identify limitations/deficiencies across platforms and devise strategies for improvement for presentation to manager
- Maintain a high level of understanding of program reporting requirements to ensure data collection, management and system report applications meet the requirements
- Assist with generating data for funding body reports, submissions, policy development, media statements and general enquiries

- Develop CRM queries, charts and dashboards to support service delivery
- Maintain and record licenses, permissions and security structures
- Assist with the development and maintenance of other digital platforms
- Provide general ICT administrative support
- Other duties as required by line manager

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