

POSITION DESCRIPTION

POSITION: Business and Systems Support Officer

AREA: Operations

REPORTS TO: Data/Business Analyst

DIRECT REPORTS: Nil

CLASSIFICATION: Level 3

RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)

RWAV creates sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities. We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

OUR MISSION

Develop and deliver solutions to enhance rural, regional and Aboriginal communities' access to health workforce

OUR VALUES

It is integral for all of our employees to share in our values of **respect, trust, accountability, collaboration** and **innovation**.

YOUR ROLE

The primary function of the Business and Systems Support Officer is to support the development, implementation and maintenance of RWAVs information systems.

The role's responsibilities include systems training and support; participating in the collection and analysis of health workforce data; designing, developing and implementing web forms and surveys; software testing and other administrative duties as assigned.

KEY RESPONSIBILITIES

System support

- Onboard colleagues with both initial set-up and ongoing training in RWAVs information systems;
- Liaise with internal staff and external contractors;
- Manage system administration functions;
- Develop and support data collection materials and processes;

Data Entry and Verification

- Ensuring up-to-date information is collected and maintained in the RWAV Health Workforce Database;
- Undertake regular data integrity reviews and action as required;
- Keep internal staff informed of data quality expectations, issues and processes

Software Systems Testing and Support

- Undertake testing of in-house developed software systems;
- Provide support to internal and external users in the use of RWAV's information systems;
- Process applications from internal and external clients for user accounts;
- Assist the Senior Business Analyst with preparation of software systems training materials and assist in preparing staff training sessions;
- Where directed, assist colleagues with ad hoc training in relation to RWAV's information systems and related business processes;

Other Administrative Duties

- Assist in the smooth running of RWAV through professional collaboration with colleagues and participation in staff meetings and planning activities;
- Undertake such other tasks and duties reasonably requested by RWAV that are within the competence of the Business and Systems Support Officer role;

SELECTION CRITERIA

- Relevant tertiary qualifications and/or experience in information systems support and administration, business or IT;
- Strong communication skills, with experience in conducting end user training.
- Demonstrated high levels of literacy, numeracy, accuracy and attention to detail;
- Experience working on software development and implementation projects is desirable;
- Demonstrated ability to test software systems and to provide constructive feedback;
- Strong computer skills including MS Office suite; Wordpress; Survey tools; HTML and database programs;
- Ability to prioritise competing and multiple demands and workload in order to meet deadlines;
- Demonstrated ability to work autonomously and as part of a team;

REVIEWED:	July 2019
CONDUCTED BY:	General Manager Operations
APPROVED BY:	Chief Executive Officer
NEXT REVIEW:	July 2020

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: -----

Manager's Signature: -----

Date: -----