

Role Profile

Position	
Position Title	Systems Support Officer
Business Unit/Program	Corporate Services
Relationships	
Reports to:	Program Manager – System Support
Direct reports:	N/A
Purpose of the Position	
<p>The System Support Officer will provide high level support in implementing and maintaining a data system across the organisation. The System Support Officer will work within a team to assist in designing and building the data system and ensure that consideration is given to contractual, legislative and organisational needs, modes of delivery, current and required resources.</p>	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Work collaboratively within teams to help achieve Intereach strategic goals. • Maintain a comprehensive system of data collection, data cleaning, protocols and support for Intereach programs • Manage the development of reports to meet the needs of key stakeholders • Assist in development of forms to capture data to address contractual performance standards and measure outcomes • Develop data reporting in relation to performance and contractual KPI reporting for internal and external purposes • Identify and implement process improvements with management. • Provide appropriate training and support remotely and across multiple locations and teams; including the development of relevant training resources and procedures, to ensure database systems are used to their full potential
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and work practices as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and work practices to enhance program functions • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Support and build capacity of staff and/or volunteers to use the data system to perform their role well • progress, issues, planning and professional development
Work, Health and Safety	<ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements

	<ul style="list-style-type: none"> Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> Develop and maintain effective relationships with key stakeholders Champion the values and principles of Intereach within all aspects of our work Become familiar with all programs across the business Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
	Social Justice	Acts courageously	1
Respects and values differences		1	
Selection Criteria			
Essential	<ul style="list-style-type: none"> Experience in managing data entry, data integrity and establishing reporting systems to meet stakeholder requirements Strong analytical skills with the ability to interpret data, provide reports, identify risk and make recommendations to support staff and management Excellent time management and problem solving skills with the ability to meet deadlines Attention to detail with a commitment to provide high quality support High level experience in Excel and the use of client record management systems and other Microsoft programs Ability to learn new software easily Ability to work autonomously and effectively as part of a team to achieve best outcomes Well-developed interpersonal and communication skills with the ability to form effective relationships across all levels, internally and externally and with people from diverse backgrounds 		
Desirable	<ul style="list-style-type: none"> Experience in SAP, Webi or Power BI Knowledge of the NDIS or experience in the Community Services sector 		
Mandatory Requirements			
Essential	<ul style="list-style-type: none"> Current drivers licence 		

	<ul style="list-style-type: none">• Current Criminal Record Check or willingness to undergo check
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Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	