



Position description

Position title	<i>Systems Analyst</i>
Group / Branch	<i>Finance and Digital / Business Technology Services (BTS)</i>
Reports to (Title)	<i>Customer Applications Billing Team Lead</i>
Competency level	<i>Individual Contributor</i>

Job Purpose

The Systems Analyst is responsible for understanding and defining change to South East Water's complex software applications and solutions, being involved across the complete systems development lifecycle, including; business analysis, enhancement, testing, deployment, support and administration of South East Water systems and platforms.

This position requires someone with strong stakeholder and business engagement skills, able to work with business stakeholders to prioritise requirements and provide input on business value and benefits when working on requirements management and scoping of new projects.

This position is responsible for the delivery of technical outcomes and small micro-projects and is able to support all areas of BTS in delivery of projects, application releases and development activities. The role includes critical processes that are performed afterhours on weekdays and weekends to support the business.

Key Accountabilities

The System Analyst is responsible for:

- Supporting South East Water's critical systems e.g HiAffinity and dependant applications, interfaces and services. This is via the investigation, prioritisation and resolution of support requests, minor incidents as well as providing support to major issues. This will require strong analytical skills.
- Provision of advice and guidance to users regarding the use of systems and their relationship to business processes. To achieve effective results proficient communication, time management skills and strong investigative and analytical capability and demonstration of a solid understanding of the individual system applications will be required.
- Undertake environment refreshes to allow new capability and fresh data to flow through for testing and UAT purposes.



- Implement enhancements, defects, micro projects and projects into the HiAffinity production environment.
- Action and prioritise service desk requests and incidents to ensure we are meeting our operational support SLA's.
- Develop configuration enhancements/defects within HiAffinity and dependant applications.
- Support other members within the team and be flexible to ensure that key tasks are done.
- Investigate issues and process inefficiencies across South East Water's systems, identifying resolution approaches and process improvement / automation opportunities.
- Create and maintain operational procedures and documentation in accordance with our work instructions and checklists.
- Support the delivery of minor Billing projects including implementation of improvements to existing Billing solutions and business processes.
- Participate in the delivery of major and micro billing projects and application upgrades including co-ordination of system, UAT and regression testing services, implementation planning, deployment and production verification testing.

Knowledge, Skills & Experience

At South East Water, our business Technology Solutions group are guided by the Australian Computer Society SFIA Skills Framework. Below is a high-level overview of the expected SFIA skills and level for this role:

SFIA Skill	SFIA Level
Application Support	4
Testing	3
Data Modelling and design	3
Release and deployment	3
Relationship Management	4
Business Analysis	4
Configuration Management	4
Programming/Software development	2
Systems Design	4
Specialist Advice	4



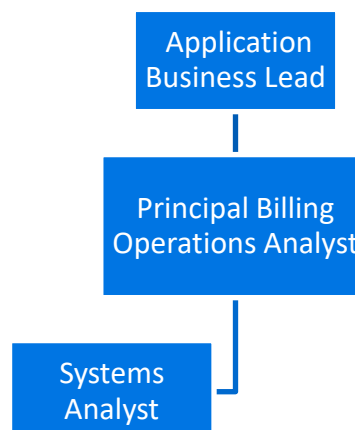
Highest level of skills required to perform at a competent level is SFIA Level of Responsibility – Level 4 (Enable)

- 1-3 years' experience in developing solutions using Business Rules Engines (BRE), delivery of technical outcomes and providing application support.
- Exposure to billing platforms and integrated solutions, including billing engine, meter reading, payment processing and debt management.
- An understanding of customer journeys, processes and call centre activities.
- Demonstrated knowledge and some experience with Application Lifecycle Management principles.
- Demonstrated knowledge and some experience with Software Development and Testing principles and technologies.
- Demonstrated knowledge and some experience with business process modelling and BPMN.
- Strong stakeholder and business engagement skills.
- Proficiency with MS Office productivity tools such as Word, Excel, PowerPoint, etc.
- An understanding of database technologies particularly SQL Server, Progress and Oracle.

Dimensions

Organisational Chart

Complete the organisational chart below, outlining the reporting structure for this role, including the direct people leader and any employees that report directly to the role.





Number of people managed: N/A

Include numbers of staff reporting directly and indirectly to this role (containing both employees and contractors)

Size of budget managed: N/A

Include detail of budget size if appropriate

Value of Assets managed: N/A

Describe the level/type of responsibility the role has over the organisation's assets, both physical and non-physical

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) Choose an item.

Compliance management responsibilities outlined in the [compliance and obligations register](#) Choose an item.