

BUSINESS SYSTEM ANALYST – Coastal Connect

CLASSIFICATION: Band 7

OCCUPANT: Vacant

DATE: August 2026

POSITION CONTEXT & OBJECTIVE(S):

The Councils of Corangamite Shire, Moyne Shire and Warrnambool City have formed an ICT Joint Venture Alliance, South West Councils ICT Alliance (SWCICTA) with a major project being the uplift of their entire ERP to a SaaS environment with supplier Technology One.

The project commenced in July 2023 and is successfully achieved Go Live for Phase 1 Modules on July 1 2026. The project team is looking for additional resources for Phase 2 and associated Projects There will be a requirement to be an onsite presence at one of the participating councils, with work from home opportunities available for a proportion of the week.

The ERP Project called Coastal Connect is governed by, and operated under, the unincorporated Joint Venture between the three Councils with Warrnambool City Council being the employer. Coastal Connect recognises the significant benefits for the Councils, and their communities, in having a shared system using common business processes to support the improvement of the Corporate and Customer Support functions.

Reporting to the Project Manager – Coastal Connect the Business Systems Analyst will be focused on deriving maximum return from Council's investment in IT systems across the entire organisation through a project management approach. This will require a corporate outlook and an innovative style to continuous business improvement. Considerable business acumen and the ability to engage senior executives in the vision and hard work of achieving change will be vital. A key component of the role will be the delivery of outcomes for a Project that delivers customer and ratepayer access to an outward facing Portal based on the Technology One ERP.

KEY RESPONSIBILITIES AND DUTIES:

1. Engage senior executives and managers in developing a plan to achieve efficient, integrated systems across all three Council's business units.
2. Map the business processes of the relevant organisational functions with consideration to innovation and continuous improvement.
3. Review and Improve business processes
 - Understand current processes and supporting systems and their capabilities
 - Prioritise areas for improvement
 - Design new processes, business cases, training plans, communications plans, change management plans and benefits management plans
 - Implement approved changes into the TechnologyOne ERP
4. Advocate for change which achieves strategic corporate objectives and provides consistent practices across Council
5. Improve staff skill levels
 - Identify training deficiencies
 - Facilitate the delivery of required training
6. Project and Change management
 - Use project management and change management techniques to implement identified business process changes
7. Policy development, review and coordination
8. Provide regular written and oral reports to the Coastal Connect Governance Structures
9. Ensure a collegiate and effective relationship is maintained with the Information Technology unit to support system and technical change
10. Establish a reputation across the organisation as a trusted advisor in business improvement.

KEY SELECTION CRITERIA:

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

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Applicants are not required to address selection criteria individually but should ensure that their resume clearly shows the required skills and experience.

- Relevant tertiary qualification (eg. Bachelor of Information Technology, Computer Science or Business) and a minimum of three years practical business analysis experience in process mapping and change management
- Proven ability to understand and capture business and system requirements
- Proven knowledge of working with TechnologyOne ERP Modules as a Business Analyst
- Knowledge of local government systems (preferably with industry training), practices and relationships
- A good understanding of project and process management methodologies
- Current Victorian driver's license

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Project Manager – Coastal Connect
Supervises:	nil
Internal Contacts:	All Council staff, all participating Councils
External Contacts:	Vendors, Suppliers, contractors and user groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

This position is accountable for;

1. Continuous process improvement in relation to business and technical systems across Council.
2. Ensuring policies, procedures and standards for the use of business and technical systems are in place to provide sustainable and consistent operations along with system and data integrity.
3. Maximising the use of and efficiencies gained by Council's business and technical systems.
4. Ensuring personal adherence to Council's Risk and OHS Policies, Safety Work Procedures, Safe Operating Procedures and Safety Instructions.

This position will work broadly across all areas of Council and will be guided by the line manager as well as existing budgets, strategies and policies. The extent of authority will be determined on a case-by-case basis following negotiation with the affected business unit manager.

JUDGEMENT AND DECISION MAKING:

- The position will be required to make decisions on the optimal use and delivery of the business analyst services. Where the extent of authority is exceeded by these required decisions, they will take the form of recommendations to the line manager through to the relevant Director.
- The incumbent is required to create and set parameters (e.g. time, cost, quality & scope) to ensure that projects and systems are managed appropriately.
- The position will author procedures and guidelines that will assist in improving effectiveness and efficiency across the organisation.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Excellent analytical, research and presentation skills
- Well-developed knowledge of base IT infrastructure and its management

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- Well-developed knowledge of local government corporate computer systems
- Initiating and implementing systems across an organisation with a strong focus on using core change management principles and strategies
- Effective written and verbal communication skills that convey technical requirements in basic terms to the end user
- Customer orientation with the ability to establish a trusted advisor relationship with key stakeholders
- Development of innovative solutions, whilst seeking out and exploiting existing best practice
- Delivering projects in accordance with approved project plans, agreed project frameworks and program budgets

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Well-developed skills in managing time, setting priorities and planning and organising own work together with the work associated with the remainder of the department in order to complete own and team objectives in the most efficient way possible
- Skill in working within a team environment to develop and enhance the operation of all members of the team
- The ability to build and manage relationships to ensure the effective engagement of high level stakeholders to ensure the success of business system projects.
- To uphold integrity within teams and operational areas by actively managing fraud and corruption risks, ensuring compliance with policies, and fostering a culture of ethical conduct.

INTERPERSONAL SKILLS:

- The following interpersonal skills are required to be demonstrated:
- High level relationship building skills:
 - Within the IT team
 - Across the organisation
 - With Councillors
 - With suppliers
- Excellent report and document preparation skills
- Self-motivation and enthusiasm demonstrating initiative.
- Act as a change agent

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Relevant tertiary qualification (eg. Bachelor of Information Technology, Computer Science or Business) and a minimum of three years practical business analysis experience in process mapping and change management
- Proven ability to understand and capture business and system requirements
- Proven knowledge of working with TechnologyOne ERP Modules as a Business Analyst
- Knowledge of local government systems (preferably with industry training), practices and relationships
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- Current Victorian driver's license
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GENERAL EMPLOYMENT PROBITY CHECKS:

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:

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Signature:	
Date:	

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ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING