



SHIRE OF
HARVEY

Team work

We are a united team who works together towards a common goal.

Integrity

We are empowered and accountable when making decisions.

Excellence

We are committed to an exceptional customer experience.

Leadership

We are adaptable and responsive in our leadership.

Respect

We are respectful of our history and work together to build our future.

ERP Support Specialist

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Corporate Services	Level: 7
Reports to:	Project Manager ERP	
Supervision of:	Nil	
Significant Working Relationships:	All managers / coordinators across the Shire. External Stakeholders	

2. Position summary

The position provides project and productions support to the Enterprise Resource Planning (ERP) software implementation/upgrade project teams in the areas of requirements analysis, data ETL (Extract Transform Load), testing, reporting, documentation, system/module deployment and others as required.

3. Community strategic objectives



4. Our values

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5. Key duties and responsibilities

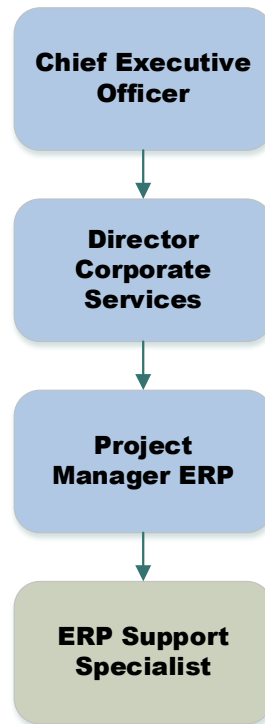
Key functions	Specific duties
Enterprise Resources Planning	<ul style="list-style-type: none">• Support of Shire ERP system.• Provide first-level support to all ERP users.• Provide ad hoc guidance on best practice to Shire users.• Maintain awareness of ERP developments, changes, and upgrades and support impacted Shire teams through this process.• Work with the Project Manager to complete documentation and analysis of team and, or divisional requirements for ERP functions.• Active participation in project meetings, including working groups, and workshop sessions.• Support Shire teams in preparation for module deployment with data entry, data cleansing, and data extraction.• Support Shire teams with application testing, including working in conjunction with the Project Manager ERP and Datacom teams assist in production of test reports.• Other Project administration duties as required.
System documentation	<ul style="list-style-type: none">• Construct and maintain high quality documentation of Business System and/or Enterprise Resource Planning software and other systems.• Review documentation and provide technical and functional solutions and recommendations that require in-depth knowledge of Shire business systems.
System security	<ul style="list-style-type: none">• Assist in adequately protecting the Shire's Business System and/or Enterprise Resource Planning software from malicious threats both internal and external.• Assist in the administration of, and restriction of user access to information sets in accordance with defined work requirements.

General	<ul style="list-style-type: none"> • Provide technical support in process, methodologies, business rules and operational practices. • Complete periodic review of support tickets to identify trends, or commonly raised issues requiring increased training, or process development.
Other	<ul style="list-style-type: none"> • Must have ability to travel to all Shire of Harvey sites and offices. • Reasonable duties commensurate with classification level. • National Crime Check. • Current “C” Class Drivers Licence.
Organisational	<ul style="list-style-type: none"> • Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous improvement and self-development and participate in annual performance appraisal. • Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

The position operates under the general direction of the Project Manager ERP and Director Corporate Services within established guidelines, procedures and policies of Council.

7. Your team



8. Position selection criteria

Essential

1. Relevant information technology qualifications or ERP software support certification or experience in a similar role.
2. Experience in working with ERP Systems.
3. Demonstrated ability to develop and maintain strong and effective working relationships with key stakeholders.
4. Ability to understand complete business systems and ability to identify potential risks or issues.
5. Support a culture of quality customer service and respond professionally to problems with appropriate solutions.
6. Familiarity with Information Technology Infrastructure Library (ITIL)
7. High level of organisational skills to consistently approach workload in a proactive manner to ensure timelines and standards are met.

Desirable

1. Experience of working in a Systems Support Role.
2. Working knowledge of local government procedures, practices, and processes.
3. Experience of working with Finance, and Payroll data.