CBCity Position Description

Position Title	Systems Officer
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	
Supervises	Nil
Reports To	Coordinator Leisure and Wellness Programs
Grade	G
Date Prepared	10/06/2022
Date Last Updated	11/12/2025

Our Vision & Values: A leading organisation that collaborates & innovates



Primary Purpose of Position

The Leisure & Aquatic Services Support Systems Officer responsible for overseeing the effective and efficient performance of the business unit's support systems and applications that contribute to a safe and high quality experience for our customers and staff across the Birrong, Canterbury, Greenacre, Revebsy (Max Parker) Roselands and Sefton venues.

This position requires the incumbent to be highly organised, have the ability to prioritise and communicate at all levels, as well as collaborate with various leaders, teams and business units to ensure the continuous improvement and development of support systems and applications, as well as staff training in their use.

Accountabilities

- Oversee and ensure the smooth operation and continual improvement of the support systems and applications used across the business Unit including our Point of Sale, Membership, CRM, Pool Testing, Task Management, Incident Reporting, Risk Management. This includes staying up to date with industry trends, system enhancements and liaison with software service providers.

- Coordinate software and hardware upgrades ensuring implementations, upgrades and troubleshooting are completed within agreed timeframes and with minimum impact on staff or customers.
- Identify, investigate and evaluate new technologies and trends for suitability in the service and provide recommendations for enhancements and innovative information delivery solutions based on suitability and cost analysis.
- Through consultation and collaborations with the leadership team, frontline staff and vendors, implement improvements to Leisure & Aquatic Services technology processes as required.
- Provide expert advice and ongoing support to staff to ensure they continually develop their skills to keep up with developments in technology. This includes the delivery of training for new and existing team members.
- Develop and maintain accurate system documention, troubleshooting guides and system procedures to a high standard.

- Develop and maintain proactive relationships with Council's IT department, software and application vendors and other relevant stakeholders.
- Provide routine and adhoc technology reports, data analysis and interpretation relating to systems usage within agreed standards and timeframes.
- Actively participate in team meetings and provide input into business planning and operations.
- Other duties as requested by the Manager Leisure and Aquatic Services within skillset and training.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical / Professional Specialist		
Capability Group	**Capability Name**	**Level**
 **Personal Character**	**Lead Self**	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 **Relationships**	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 **Results**	**Plan and Prioritise**	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 **Resources**	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 **People Leadership**	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Innovate and Improve	Adept	• Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions

Resources		
Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Results		
Plan and Prioritise	Adept	• Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention
All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications and/or relevent experience in overseeing the effective operation of support systems, software and applications in the Leisure and Aquatics Industry or a similar field
- Current Class C Drivers Licence
- Current Working with Children Check (WWCC)

Essential Experience

- Proven experience in the management of a Software systems and applications within the Leisure & Aquatic Industry or similar field (i.e. POS, Bookings, CRM, Membership Systems).
- Proven ability to investigate and evaluate the suitability of new technologies and services and provide written recommendations for improvements where required.
- Proven ability to effectively plan, implement and manage complex projects.
- Proven ability to effectively manage conflicting priorities in a timely manner.
- Demonstrated ability to work independently and collaboratively with team members, leadership teams, and multiple internal and external stakeholders in a dynamic.
- Highly developed oral and written communication skills.
- Experience in developing and documenting procedures related to systems and technology.
- Proven ability to effectively communicate technical knowledge to team members including training staff with different skill levels and from diverse backgrounds.
- Demonstrated commitment to delivering a high quality customer experience.
- Demonstrated experience in managing software or support systems to deliver programs and services.
- Demonstrated planning and organisational skills.
- High Levels of initiative and self-motivation.
- Demonstrated ability to inspire direction, lead collaboration and manage projects.
- High level of computer literacy and administrational ability.
- Ability to work effectively in a team environment and solve problems quickly and constructively.
- Demonstrated successful time management and prioritisation skills.

Desirable Qualifications and or Experience

- Tertiary qualifications in Project Management and/or relevant experience
- Cert IV in Training and Assessment

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☑	☐
Does this position require incumbent to undergo criminal reference check?	☑	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☑	☐
Could there be a conflict of interest with secondary employment?	☑	☐

Does this position have an inherently high risk for fraud and corruption?	☑	☐