



## Position description

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

## 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.

## Key Accountabilities

- Ensure that application software meets business requirements and goals, fulfills user requirements, and identifies and resolves systems issue.
- Analyse business and technical opportunities, risks, and problems to devise and implement application solutions
- Support and resolved application service desk tickets that have been escalated from the Service Desk
- Collaborate with analysts, designers, and system owners in the testing of application software programs and related applications.



## 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
Business Analysis	4
Configuration Management	4
Programming/software development	3
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)**

### Minimum level of educational qualifications required for the role

- Degree-level qualifications in Information Technology or related area are desirable. Related certifications are advantageous.

### Experience and Knowledge

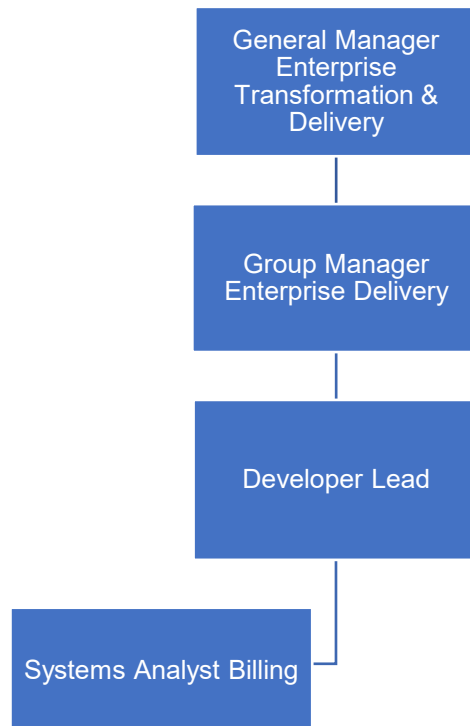
- Experience in developing solutions using Business Rules Engines (BRE), delivery of technical outcomes and providing application support.
- Exposure to billing platforms and integrated solutions, including billing engine, meter reading, payment processing and debt management.
- An understanding of customer journeys, billing 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.
- Minimum 2-3 years' experience.



## 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:**

No direct reports.

**Size of budget managed:**

N/A

**Value of Assets managed:**

N/A

**Ensuring a sustainable, resilient organisation:**

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

Security for Critical Infrastructure identified role: No

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.