



Position Description

Position Title	Systems Analyst
Division / Team	Corporate Services
Reports to	Senior Manager – System, Data & Projects
Agreement / Award	Health & Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services Multiple Employer) Enterprise Agreement 2022-2026
Classification	Grade 4
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	September 2026

About Ballarat Community Health	Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.
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Our Purpose	Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.
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Our Leading Principles	Address health inequity and inequality Improve the health and wellbeing of our community Have impact and be sustainable
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Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement	Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.
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Position Summary	The Systems Analyst is responsible for maintaining, supporting and enhancing BCH business applications. The role includes the day to day management of systems including upgrades, providing support to stakeholders, maintaining documentation and working with vendors to escalate support issues as required. The Systems Analyst will be the subject matter expert on
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all BCH business applications and provide support to internal stakeholders, resolving issues as they arise and working to improve systems and processes. The System Analyst is responsible for providing training and support to end users, including training of new starters. The Systems Analyst will update and maintain system resources in line with system upgrades and enhancements and any legislative or internal policy changes.

Principal Areas of Responsibility

- Work with the external outsourced ICT provider to triage and respond to service requests and incidents in a timely manner
- Build and maintain strong relationships with external application vendors and escalate issues that cannot be resolved internally
- Work with internal stakeholders to adhere to best practices and maintain application documentation
- Undertake user acceptance testing across all application environments, including the design, development and maintenance of appropriate test scripts. Plan for and complete production upgrades working with external and internal stakeholders
- Work with the data and projects team to ensure necessary data is accessible from application systems and support the transition of new applications to BAU on completion of implementation
- Proactively identify, troubleshoot and resolve user, process, application, integration and data integrity issues
- Provide training and support to internal stakeholders, including training for new starters
- Maintain and monitor business applications including integrations

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
 - Participate in compulsory BCH training programs
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Attend and actively participate in meetings as required
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
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Qualification requirements	A tertiary qualification in a relevant field including but not limited to data/computer science, statistics, mathematics, management, business, accounting, information systems, information management or other relevant discipline
Key Selection Criteria	1. Experience: - A minimum of 3 years of relevant experience - A high level of expertise and experience in the administration of a variety of systems - An understanding and experience in integrating systems - An understanding of regulations, policies, guidelines and standards relating to health information management, privacy, ethics and quality - Experience working at a high-level of autonomy 2. Interpersonal Skills: - Proven ability to provide excellent service to client, staff, and general community members - Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff 3. Written Communication: - Strong written communication and report writing skills 4. Computer Skills: - Demonstrated proficiency in SQL, including the ability to independently develop and troubleshoot queries for system investigation, data validation and operational reporting - High level of computer literacy and technical aptitude, with capability to navigate new and unfamiliar applications, troubleshoot issues and investigate root cause, independently identify, test and implement solutions - Ability to analyse, manipulate, reconcile and transform data in Microsoft Excel using lookup functions and complex formulas - Experience with Best Practice, Global Health applications, Sage, My Aged Care may be an advantage 5. Organisational Skills: - Ability to prioritise workloads and conflicting tasks and manage deadlines - Proven ability to use initiative to solve problems - High attention to detail 6. Alignment with BCH values: - Ability to align with the BCH values in all areas of work
Conditions of Employment and other relevant information	- The successful applicant will be required to maintain a current driver's licence. - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation. - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check. - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position. - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position. - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation. - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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