**ROYAL SOCIETY FOR THE BLIND**

**POSITION DESCRIPTION**

**TITLE: ICT SYSTEMS ANALYST**

**DIVISION: CORPORATE SERVICES**

**APPROVED BY: ICT SERVICE DELIVERY MANAGER**

**DATE: 06/10/2021**

**MAIN PURPOSE**

Responsible to the ICT Service Delivery Manager to deliver the full range of finance and corporate services support to the organisation. Act as Systems Analyst for RSB’s system requirements, principally through the Avantcare CRM, Microsoft Dynamics 365 and other system and data management systems as required.

Drive continuous improvements of the CRM to maximise system performance to better support RSB staff to deliver effective customer service to RSB clients and extend the use of the system to encompass other key business applications.

# PRINCIPAL ACCOUNTABILITIES

* Act as the system lead on the CRM platform and perform end-user administration tasks, providing first-line support and troubleshooting on issues with the platform and third-party tools.
* Maintain CRM contact data records for the organisation, overseeing data cleansing and update initiatives and looking for continuous improvement to increase the functionality and accuracy of the data held within it to meet the business requirements.
* Contribute to the development and execution of the ICT roadmap, working closely with system users to leverage the platforms further to develop and achieve customer and business engagement outcomes.
* Increase the utilisation of the CRM through user engagement, develop workflows to support business processes, extract data, produce tailored reports and respond to other member information requests.
* Provide support and CRM training to staff on an ongoing basis to best utilise the system, implementing “how to” guides, resolving user issues and interfacing with external support as required.
* Provision a change management process which includes the efficient planning and delivery of new updates, modifications, and the adoption of best practice policies, including conducting research to identify opportunities to leverage new functionality within the systems.
* Manage documentation on all changes to the IT Systems.
* Working with the team to plan and implement a mid-to-long term strategy to improve the use of software across all business requirements and involvement in other data co-ordination and general ICT requirements as needed.

**Duties**

* Daily administration and support of all RSB systems, including but not limited to managing multiple user setups, profiles and roles, customisation of objects, fields, record types, page layouts and validations.
* Implement enhancements and roll out new features.
* Create and manage workflow rules as required.
* Develop and create customised reports and dashboards.
* Train new and existing users on how to use Avantcare and related applications.
* Keep application users informed about system functionality and enhancements.
* Provide application users with technical support.
* Logging and tracking identified system problems through to resolution.
* Creating and maintaining documentation on processes, policies, application configuration and help related materials for users.
* Provide enhancement support to system users liaising with external helpdesks as required.
* Specification and testing of new developments, liaising with a wide range of internal users.
* Carry out regular routine data checks and system maintenance activities.
* Keep abreast of new features and functionality and provide recommendations for process improvements.

**Clinical Governance**

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

* Prioritise the provision of safe, quality support and services to clients every time.
* Provide support and services in accordance with evidence-based policies, procedures, protocols and standards.
* Engage in ongoing learning, development and performance reviews to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
* Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.
* Work to improve the quality and safety of clinical support, participate in improvement activities and contribute to a culture of respect, safety, transparency, accountability, teamwork and collaboration.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with RSB’s Human Resource (HR) policies and procedures, including (but not limited to), RSB Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of RSB quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Undertake your duties and responsibilities in a safe and proper manner that observes RSB’s Work Health and Safety (WHS) policies, procedures and operating practices and do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.

## Undertake other duties as required by the ICT Service Delivery Manager.

## PERSON SPECIFICATION

**Essential Criteria**

* Tertiary qualifications in ICT or another relevant field.
* Notable hands-on experience of CRM development.
* Strong technical understanding of technology and systems, including detailed understanding of all CRM functional areas.
* Strong working knowledge of associated technologies including Microsoft Dynamics 365, Avantcare CRM, Microsoft Teams.
* High standard of general IT/office systems skills and knowledge, particularly Microsoft Office applications.
* Proven ability to develop clear understandings of internal customer’s needs and the capability to incorporate them into processes and solutions
* Good interpersonal and communication skills at all levels
* A good facilitator with strong relationship management skills and the ability to influence and collaborate with multiple stakeholders to deliver business activities successfully.
* Flexible and adaptable to varying needs, with ability to prioritise tasks and workload
* Clear precise attitude with methodical attention to detail
* Effective change facilitator who thinks innovatively and acts decisively around process improvement and efficiency, adapting positively to challenges.
* Role model who demonstrates high standards of ethics and professionalism, aligned to RSB values.
* Good understanding of data structures, data modelling.

**Desirable Criteria**

* Process Flow experience
* Understanding of the Avantcare Customer Relationship Management system
* Demonstrated ability to provide sound advice across the areas of responsibility.
* Drivers Licence

**KEY PERFORMANCE INDICATORS**

* CRM System Performance and Data accuracy
* IT Systems Change management compliance
* Conformance with Quality Assurance Standards

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**