

Position Description

Information Systems Analyst

October 2025

DETAILS

Team and Department Information Systems / Information Management & Technology

Division Corporate Services

Supervisor Coordinator Information Systems

Direct Reports None

Grade 16

Delegation of Authority As per Council Delegations

Budget Expenditure No responsibility for managing expenditure

Procurement
Expenditure Levels \$0

PURPOSE

Support the Information Systems team in delivering uplift of corporate systems, driving business partnership across Council, and providing expert support and continuous improvement for core and line-of-business systems.

KEY ACCOUNTABILITIES

1. Assist in the proactive management and support of corporate systems and platforms to ensure ongoing relevance, optimal functionality, and alignment with organisational needs.
2. Engage with directorates to understand business needs and contribute to the delivery of digital solutions.
3. Participate in regular review and timely upgrades of systems, stakeholder engagement, and anticipating future requirements.
4. Support staff capabilities in business process analysis, stakeholder engagement, and application configuration/integration.
5. Provide technical support for data and reporting requirements from corporate information systems, ensuring accuracy, reliability, and timely delivery to meet organisational needs.
6. Collaborate with Corporate Planning and other teams to deliver cross-functional projects.
7. Identify and help implement process improvements and innovations in information systems.
8. Ensure compliance with relevant legislation, policies, and standards.

9. Contribute to software and information system procurement activities, including acquisition and budgeting.
10. Maintain accurate documentation and reporting for all systems and projects.
11. Provide support for the Web Administration and Integration functions as required to address capacity needs and ensure effective delivery of team objectives.
12. Provide support to the IT Infrastructure and Cyber Security team as required to address capacity needs and ensure effective delivery of team objectives.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Tertiary qualifications in a related discipline or significant experience in a similar role.
2. Experience supporting information systems from planning through to retirement, including change management and documentation.
3. Ability to work collaboratively and foster effective relationships internally and externally.
4. Stakeholder management and ability to support a business partnership model with directorates.
5. Analytical, conceptual, problem solving, risk management, and decision-making skills.
6. Understanding of ITIL Service Management, knowledge management, and project management processes.
7. Understanding of governance, compliance, and best practice in information systems.

DESIRABLE

1. Relevant tertiary qualifications in Information Technology or related field.
2. Experience in supporting and managing TechnologyOne, Pathway, TRIM, Dayforce systems.
3. Experience in change management and business process improvement.

CAPABILITIES FOR THE ROLE

Randwick City Council has adapted the NSW Local Government Capability Framework which describes the core knowledge, skills and abilities required (expressed as behaviours) and sets out clear expectations about performance in local government i.e., “how we do things around here”. It builds on organisational values and creates a common sense of purpose for both elected members and all levels of our workforce. The NSW Local Government Capability Framework is available at [Capability Framework - Local Government NSW \(lgnsw.org.au\)](http://Capability Framework - Local Government NSW (lgnsw.org.au))

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.

RCC adapted NSW Local Government Capability Framework

Capability group	Capability Name	Level
	Manage Self	Adept
	Display Resilience and Adaptability	Adept

 Personal Attributes	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Advanced
 Achieving Results	Influence and Negotiate	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
 Managing Resources	Deliver Results	Adept
	Finance	Intermediate
	Assets and Tools	Adept
	Technology and Information	Advanced
	Procurement and Contracts	Adept

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting. These capabilities must be met for a candidate to be suitable for appointment.

RCC adapted NSW Local Government Capability Framework

Capability group and name	Level	Behavioural indicators
Personal Attributes - Display Resilience and Adaptability	Adept	- Is flexible, showing initiative and responding quickly to change - Accepts changed priorities and decisions and works to make the most of them - Gives frank and honest feedback / advice - Listens when challenged and seeks to understand criticisms before responding - Raises and works through challenging issues and seeks alternatives - Stays calm and acts constructively under pressure and in difficult situations
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 and sector - Models inclusiveness and respect for diversity in people, experiences and backgrounds
Achieving results – Think and Solve Problems	Advanced	- Is able to draw on wide-ranging interests and experiences when facing new challenges - Thinks broadly about the root of problems before focusing in on the problem definition and solutions - Is able to discuss issues from different angles and project impacts into the future - Considers the broader context when critically analysing information and weighing recommendations

		• Involves diverse perspectives in testing thinking and solutions
Managing results – Technology and Information	Advanced	• Implements appropriate controls to ensure compliance with information and communications security and use policies • Implements and monitors appropriate records, information and knowledge management systems • Seeks advice from technical experts on leveraging technology to achieve organisational outcomes • Stays up to date with emerging technologies and considers how they might be applied in the organisation

PHYSICAL REQUIREMENTS

1. Installation, lifting and movement of IT equipment such as servers and networking devices

CORPORATE REQUIREMENTS

Position falls under the definition of child related employment	NO
WHS General Construction Induction (White) card	NO
Good driving record or possession of a driving licence required	NO
Specify licence type:	C CLASS
Position required to make a disclosure of pecuniary interest	YES
Criminal History Check	YES
Record keeping responsibilities	YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.