

**Job Title:** Business Systems Administrator  
**Designation:** Band 2 Administration  
**Work Unit:** Business Systems and Information Management  
**Position number:** 14682  
**Responsible to:** Business Systems Manager

**Primary Objective**

As Business System Administrator you will manage the technical and functional operation, maintenance and support of PWC business systems and support service desk staff deliver high quality incident and change resolution services.

**Key Responsibilities**

1. In a team environment, investigate, analyse and prioritise assigned incidents and service requests for PWC business systems. Action requests, resolve problems, manage internal and external service providers and record all actions.
2. Carry out routine auditing, monitoring, testing, maintenance and ongoing fault rectification of the system's environments, services, functions, data, security and integrations to other ICT systems.
3. Consultatively analyse and scope routine and minor change requests to improve efficiency and effectiveness, manage the development of solutions and implement all changes by accepted change management and control practices to ensure quality outcomes.
4. Develop and maintain system administration documentation, test procedures and outcomes and knowledge base articles to a level that enables system and client service continuity.
5. Provide advice, support and assistance to internal and external clients in the development and delivery of business process improvement, significant and major change projects and system related training.
6. Carry out duties in accordance with Power and Water's safety, environmental and quality policy, safety principles, corporate values and strategies.

**Selection criteria****Essential**

1. Knowledge of, or the ability to gain a sound understanding of, system administration of mid range server ICT business systems and databases.
2. Knowledge and experience in providing information and communication technology (ICT) problem and request resolution services to clients.
3. High level oral and written communication skills, the ability to develop documentation for ICT systems enhancements and the ability to interact effectively with people of a different culture
4. Strong work ethic with the ability to work under pressure, set priorities, plan and organise work loads and investigate and solve problems with minimal supervision and good attention to detail.
5. Ability to work as an effective team member and establish and maintain business relationships with internal staff and external service providers.
6. Ability and enthusiasm to provide high quality customer service to develop and follow standardised processes to ensure quality outcomes.

**Desirable**

1. Experience in system administration of Computerised Maintenance Management Systems ( CMMS ), Oracle Financials or IBM Maximo applications
2. Information Technology Infrastructure Library (ITIL) Certification or knowledge

**Further Information**

The maximum remuneration package figure stated for this position includes base salary, superannuation, value of an extra week's leave and annual leave loading. For further information on the calculation of this package, it is recommended that you contact Craig Humphris on (08) 8985 8474.

Information on Power and Water can be found on our website at <http://powerwater.com.au>

**Privacy**

By applying for a job vacancy, you consent to Power and Water managing your personal information as outlined in the Power and Water privacy policy at <http://www.powerwater.com.au/powerwater/html/disclaimer.htm> You are able to request, at any time, to view and update the personal information which Power and Water hold about you.

**Approved**

**General Manager**  
**Employee and Organisational Services**

**July 2011**

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## Remuneration Packaging Information Sheet

Remuneration packaging has been used to advertise this vacancy. This approach assists in identifying the potential overall earnings of this position rather than using the often understated base salary range. On appointment, commencement salary is determined based on the commensurate skills, experience and knowledge of the successful applicant.

Some advertised vacancies may show slight variations between the base salary and packaged remuneration, whereas some positions that are entitled to a range of Power and Water allowances may have considerable differences between the base salary and packaged range.

Vacancies have been advertised within a range that is from the minimum packaged amount to the maximum potential packaged amount. The base salary ranges have been included in this document for your information.

### Packaging of Remuneration

Employment costing calculations take into account superannuation, fixed rate Enterprise Agreement entitlements and commonly claimed variable allowances depending on position and classification.

An additional one week's annual leave was also calculated into the package to take into account the standard entitlement of 4 weeks paid annual leave under the National Employment Standards. The value is stated in a cashed-up amount, however there is no requirement for an employee to cash-up the additional leave.

Benefits listed below are purely remuneration benefits, other generous employment benefits such as work/life balance initiatives, flexitime have not been included in this calculation, but may be available.

<b>Inclusions in the minimum package amount:</b>	
<ul style="list-style-type: none"><li>▪ Base salary</li><li>▪ Cashed-up value of 1 weeks leave (PWC employees are entitled to 5 weeks annual leave per annum)</li><li>▪ Annual leave loading</li><li>▪ Employer Superannuation Contributions (9%)</li></ul>	
<b>Fixed Allowances you may be entitled to:</b>	
<ul style="list-style-type: none"><li>▪ Cashed-up value of 2 weeks leave (Shift-working PWC employees are entitled to an additional weeks annual leave)</li><li>▪ Consolidated Disability Allowance *</li><li>▪ Industry Specific Skills Allowance*</li><li>▪ Annualised Salary*</li><li>▪ HV Operators Allowance*</li></ul>	
<b>Bonus and/or Variable Allowance/s you may be entitled to:</b>	
<ul style="list-style-type: none"><li>▪ Extra Duty Allowances (Additional hours)*</li><li>▪ Extra Duty Allowances (Callout)*</li><li>▪ Availability Allowance*</li><li>▪ Team Leader Allowance*</li><li>▪ Shift Allowance*</li><li>▪ Responsibility Allowance*</li></ul>	
<b>*These allowances are classification or role specific allowances, and are therefore not available to all positions within Power and Water; additionally some allowances may be subject to operational requirements.</b>	

Remuneration Increases

It is advised that interested applicants contact the hiring manager for the vacancy to discuss the advertised package range, and the advertised vacancy or direct your inquiry to [recruitment@powerwater.com.au](mailto:recruitment@powerwater.com.au)

<b>Administrative &amp; Corporate Services</b>	<b>\$ pa</b>	<b>Technical Specialist</b>	<b>\$ pa</b>	<b>Service Worker</b>	<b>\$ pa</b>	<b>Science &amp; Engineering Professional</b>	<b>\$ pa</b>	<b>New Technical Coordinator Stream</b>	<b>\$pa</b>
<b>Salary rates effective 09.08.10</b>		<b>Salary rates effective - Refer note below*</b>		<b>Salary rates effective 09.08.10</b>		<b>Salary rates effective 09.08.10</b>		<b>Salary rates effective 25.05.11</b>	
Trainee	31 609	Trainee	42 389	SW 1	46 594	Undergraduate	44 441	Technical	87 892
Non	34 357	Technical	44 441	SW 2	51 378		46 594	Co ordinator	92 301
Classified	37 104		46 594	SW 3	56 640		48 924		96 903
			48 924	SW 3.5	58 049		51 378		101 757
				SW 4	60 958		53 935		106 848
Band 1 -	42 389			SW 4.5	62 447	Band 2-			112 189
	44 441	Technical	68 845	SW 5	65 572	Graduate 1	59 470		
	46 594	Specialist	72 300	SW 5.5	67 209	Graduate 2	62 447	Senior	112 189
	48 924		75 925	SW 6	70 584	Graduate 3	65 572	Technical	117 876
	51 378		79 710	SW 6.5	72 300		68 845	Co ordinator	123 770
	53 935		83 710	SW 7	75 925		72 300		
	56 640		87 892				75 925		
				SSW 1	79 710				
Band 2 -	59 470	Snr Tech.	87 892	SSW 2	83 710	Band 3 -	79 710		
	62 447	Specialist	92 301				83 710		
	65 572		96 903				87 892		
	68 845						92 301		
	72 300						96 903		
	75 925								
						Band 4 -	101 757		
Band 3 -	79 710						106 848		
	83 710						112 189		
	87 892						117 876		
	92 301								
	96 903								
Band 4 -	101 757								
SMA#	106 848								
	112 189								
	117 876								
		* Salary rates effective from 09.08.10 or 25.05.11. Refer Clause 41 of the 2010-2013 Power and Water Enterprise Agreement - Working Together to Meet the Challenge.							
		# Senior Manager Administrative							

**This is a summary only, full salary and allowance details are contained in 2010-2013 Power and Water Enterprise Agreement and Determination No. 9 of 2011.**

# JOB APPLICATION COVER SHEET

**Privacy Declaration:** The Department of Business and Employment assists Northern Territory Government (NTG) agencies in managing their recruitment needs. The service includes collecting statistical data from all job applicants, which does not identify individuals. The Department of Business and Employment and other NTG agencies may disclose your personal information to outsourced service providers or other NTG agencies (only when it is necessary in the selection process) or as required by law. You may request access to your personal information by contacting the relevant NTG agency.

**Note: All fields marked with an \* must be completed before this application can be accepted.**

## VACANCY DETAILS

\* NTG Agency Name:

\* Vacancy Number:

\* Vacancy Title:

\* Level (eg AO2, P3):

\* Vacancy Location:

## YOUR PERSONAL DETAILS

Title: ☐ Mr ☐ Dr ☐ Mrs ☐ Ms ☐ Miss ☐ Other:

\* First Name: Other Given Names:

\* Family Name:

Postal Address:

Suburb:

\* State:

Postcode:

Home Phone:

Work Phone:

Mobile Phone:

Email Address:

Fax Number:

\* Are you an Australian Citizen? ☐ Yes ☐ No

\* Are you a permanent resident of Australia? ☐ Yes ☐ No

If 'No' to either of the above questions, do you have an appropriate Visa to work in Australia? ☐ Yes ☐ No

\* Are you currently employed with the Northern Territory Government? ☐ Yes ☐ No

If 'Yes', what is your current employee status? ☐ Permanent ☐ Temporary

Are you a Redeployee? ☐ Yes ☐ No

\* Have you received a redundancy from the Northern Territory Government in the past 2 years? ☐ Yes ☐ No

**Please complete this form and attach it to the front of your application.**

## APPLICANT INFORMATION

### **Vacancies and Selections**

Vacancies are open to any person. Selection is based on merit. For permanent positions, applicants must be an Australian citizen or have permanent resident status.

### **Applications & Selection Criteria**

Your application should contain:

- completed cover sheet
- claims addressing the selection criteria
- your curriculum vitae (cv) or resume
- the name and contact details for at least two referees

(If you are an NTG employee include your current agency, position title and nominal designation.)

All applications are placed on files and therefore folders and binders used for presentation purposes are not necessary.

If you are applying for two or more advertised vacancies you must submit a separate application for each vacancy.

Your application should provide a brief working history outlining positions held and your major responsibilities and achievements and include any relevant qualifications.

In your application, you need to address the selection criteria, stated in the job description and demonstrate your competency and suitability for the vacancy. Include examples of your experience and knowledge. You must meet all essential selection criteria to be considered for the vacancy.

Where an appeal is lodged, an application will form part of the appeal process.

### **Reference Checks**

Referees provided by applicants will be contacted during the selection process.

### **Criminal History Checks**

For some vacancies, successful applicants will be required to undergo a criminal history check before the selection process is finalised.

### **Equal Employment Opportunity**

The Northern Territory Government aims for an inclusive and diverse workforce. All equal employment opportunity (EEO) groups are encouraged to apply.

### **Redeployees**

NTG redeployees will be considered for selection to any advertised vacancy at their nominal level prior to other applicants. **If you are a redeployee, please state this in your application.**

Notification of Outcome/Post Interview Feedback

You will be advised in writing of the outcome of the selection process.

The Selection Panel Chair will provide feedback to all shortlisted applicants. Not shortlisted applicants may request feedback as required. Details of who to contact will be provided in the selection outcome letter.

### **Additional Information**

For comprehensive information regarding NTG employment and 'how to apply for a job', visit [www.nt.gov.au/ocpe/careers](http://www.nt.gov.au/ocpe/careers).

If you require additional information regarding the recruitment process, please contact the **Recruitment Officer on 1300 659 247**.

If you require specific information regarding the vacancy, please contact **the Hiring Manager as listed on the Job Description above**.

### **Where to Send Applications**

Applications should be forwarded by **one** of the following methods:

- on-line application via the NTG Employment Opportunities website; or
- email to:  
**RecruitmentJobVacancies.DBE@nt.gov.au**; or
- post to:

**The Recruitment Officer (PWC)**

**Department of Business and Employment**

**PO Box 4037, Alice Springs NT 0871**; or

- fax to: **(08) 8951 6531**; or
- hand deliver to:

**Recruitment, 1st Floor Alice Plaza, Alice Springs**

**Please ensure that all emailed applications and attachments to on-line applications, are in a format compatible with Microsoft Word 97, Works or Adobe Acrobat.**