

Role Description

Finance Systems Analyst



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Corporate Services / Financial Services & Governance
Role number	50008876
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services & Governance Branch; People, Property & Security Branch; IT Services Unit; and the Planning, Insights & Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The Finance Systems Analyst (FSA) is responsible for the day-to-day support and maintenance of Finance related areas of Parliament's SAP system and working across a number of ERP system projects for the Parliament as part of the Digital Parliament capital program.

Key accountabilities

- Perform system monitoring and analysis, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain system performance to meet user demand.
- Develop and document processes and user guides to ensure operational tasks are performed reliably and consistently.
- Take the lead on various process improvement project tasks including: requirements gathering, gap analysis, system design workshops, user acceptance testing, user training, system configuration, data migration, change management and implementation.
- Support the Finance and other DPS teams to troubleshoot problems and resolve system issues, and improve overall data quality and system use.
- Work with users to refine processes, create and maintain user guides, work instructions, and other operations and training reference material.
- Assist the Financial Services Branch and other DPS teams in formulating, designing and implementing training programs, policies and practices for SAP and other ERP systems for their areas.
- Assist the Manager, Accounts Services and Systems to maintain SAP resources (training material, etc) on the Finance workspace intranet page.

Key challenges

- Balance workload between support, operational and project related activities to ensure project objectives are achieved.
- Manage the provision of proactive and reactive support, ensuring strategic and tactical objectives are aligned.
- Be responsive to traditional and agile testing activities

Key relationships

Who	Why
Internal	
Relevant Reporting Line Manager	<ul style="list-style-type: none">• Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required• Provide support to achieve operational priorities, exchange information and contribute to decision-making• Escalate discuss issues and propose solutions
Digital Transformation Branch	<ul style="list-style-type: none">• Work with Senior Project Managers and Project Managers in the delivery of various ERP Projects for the Parliament
Parliamentary staff; Members and their staff	<ul style="list-style-type: none">• Develop effective communication and relationships with all relevant stakeholders

Who	Why
	<ul style="list-style-type: none"> • Project and maintain a professional and discreet manner in all interactions • Provide expert advice to support initiatives and promote collaboration across Parliament
Division/Branch Leadership Team	<ul style="list-style-type: none"> • Collaborate and build effective relationships • Respond to requests for information or assistance and escalate sensitive issues
Work Team	<ul style="list-style-type: none"> • Support team, work collaboratively to contribute to achieving multiple teams' business outcomes • Participate in meetings to obtain the work group perspective and share information • Work collaboratively to contribute to achieving the team's business outcomes • Provide guidance and professional support, exchange information • Determine work priorities and oversee progress
External	
Vendors	<ul style="list-style-type: none"> • Escalate unresolved support requirements • Establish requirements for upgrades and installations • Develop capability to resolve application-related issues

Role dimensions

Decision making

The role operates with autonomy within the requirements of the agreed work plan and establishes operational priorities in consultation with the Manager. The position holder is expected to deliver assigned tasks on time and at or below budget and is accountable for the quality, integrity and accuracy of advice provided.

Reporting line

The role accounts and reports to the relevant reporting line supervisor/manager

Direct reports

There are no direct reports.

Budget/Expenditure

As per the approved DPS Financial Delegations.

Key knowledge and experience

- Knowledge and experience working with relevant financial/accounting programs (SAP)
- Experience in finance and business analysis with advanced computer literacy including SAP and Advanced Excel
- Extensive experience in the administration and maintenance of a computerised financial information system (SAP, SAP Portal and Micropower), and all aspects of financial operations

- Extensive knowledge of both financial systems and operations

Essential requirements

A bachelor's degree in accounting, finance, computer science, or a related field or demonstrated, relevant, equivalent professional experience.

Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Use contemporary communication channels to share information, engage and interact with diverse audiences Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience Seek contributions and ideas from people with diverse backgrounds and experience Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness 	Adept
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements 	Adept

FOCUS CAPABILITIES



Capability group/sets	Capability name	Behavioural indicators	Level
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	Adept

Complementary capabilities



Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate