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| Position Description | IT Business Analyst (0.6 – 0.8 FTE) – 12-month contract | | |
| Version: | 1 | | |
| Person Responsible: | Chief Executive Officer | | |
| Date Prepared: 11/11/2020 | CEO Approval: Nov 2020 | Revision Date: Nov 2022 | Updated: |

Clever Care Now is a small community-based organisation providing a range of services spanning in home care, business health (allied health, skin checks and flu vax), day tripper and supported client transport services across all areas south of the Sydney CBD.

Clever Care Now has an externally contracted IT Support Provider. We use AlayaCare Client Management System, and we will transition to a cloud-based server and back-up in the next 6 months.

CCN now seeks a motivated IT Business Analyst to assist with staff training, implementing client information/database updates, database fixes, implementation of regular releases, data upload and reporting and general office-based IT requirements.

Key Attributes

- Open, collaborative and effective communication style
- Adaptability and flexibility
- Strong customer service approach
- Industry standard best practice IT capability including ability to utilise Apps, a variety of software systems and databases

Key Responsibilities

Gather intelligence about business IT needs and opportunities to support future growth

Maintain, update and evaluate performance of software systems

Investigate and implement a system and processes to schedule, report and record immunisation data including upload of data to the Australian Immunisation Registry

Implement and maintain databases for regular State and Commonwealth reporting and the introduction of systems to meet any new business requirements e.g. Palliative care data collection

Update website content to improve searchability and consumer / industry / market applicability

Partner with software/application providers to ensure seamless implementation of best practice methodologies, new databases

Assume responsibility for project tasks and ensure they are completed in a timely fashion

Education and staff support with software and to improve responsiveness to IT issues

Evaluate, test and recommend opportunities for enhancing our software, hardware and IT systems and processes

Compile and distribute reports on application development and deployment

Extract report data from software systems and regularly maintain client information

Consult with the executive team and external IT Support Provider on technology advancements (in areas of CCN business) and their implications

Essential Criteria

- Current driver's licence (category C) - unrestricted
- Compliance with National Criminal History Check
- Project management certificate or other qualification
- Qualification in computing or other similar qualification

Work Experience and Skills

- Project management
- Systems used include Databases, Microsoft Office Suite, website updates, Sharepoint and client information systems (including Alayacare)
- Previous experience in supporting small organisation IT systems is desirable, but not essential
- Demonstrated expertise in variety of software systems
- Demonstrated high level communication skills

Relevant Standards

Aged Care Quality Standards 2019
National Disability Service Standards 2018

Related Policies

Information security and records management

Privacy and confidentiality

Risk Management

References

Alayacare system information

Board/CEO Approval

Chairperson/ CEO Name: _____

Signature: _____

Board Meeting/CEO Approval Date: _____

| REVISION AND APPROVAL HISTORY | | |
|-------------------------------|-------------|-----------------|
| Version/Date | Approved by | Next Review Due |
| V1- 11/11/2020 | CEO - | November 2022 |

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