



# Systems Administrator / Developer

## ICT

### Role Purpose

The Systems Administrator provides support for various systems used by MS, in accordance with MS policies, procedures and guidelines. The role is responsible for Business as Usual (BAU) technical support, reporting, participation in projects and the development and delivery of improvement and enhancement work. This includes new development, defect management, documentation, maintenance and/or other such tasks as required.

### Organisation

Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

### Our Aspiration

*The home of comprehensive support for neurological conditions*

### Our Purpose

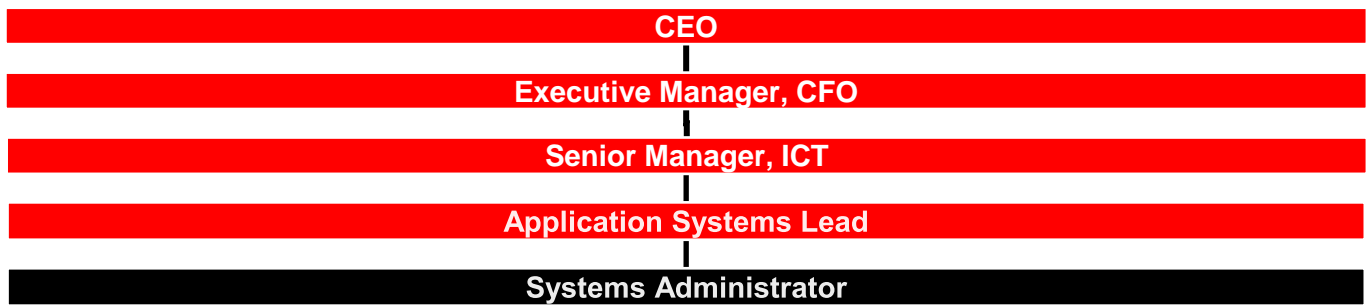
*Together on the journey to break down barriers, achieve goals and live well*

### Our Values

- Empowerment** We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.
- Community** We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives.
- Expertise** We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.
- Creativity** We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.
- Spirited** We encourage initiative and look for ways to continuously improve. We show resilience in the face of setbacks, overcome obstacles, and learn from experience.

### Position

<b>Operating Budget \$</b>	N/A
<b>Position FTE (Full time/ Part time)</b>	Full time
<b>Location/s</b>	Blackburn VIC



## Key Responsibilities of this role

### Strategic / Organisational Leadership Responsibilities

- Responsible for developing long-term relationships with key business stakeholders which facilitates the implementation of systems for all users.
- Collaborate with key stakeholders to support the implementation and maintenance of information technology systems in alignment with the Business and IT strategy.
- Identify, analyse and respond to any risks that may arise in the course of implementing and supporting IT systems.

### Operational Leadership / Administrative Responsibilities

- Create effective and efficient business outcomes by supporting and enhancing the organization application systems. These include Salesforce (NPSP, Sales Cloud, Service Cloud) and installed apps.
- Adhere to operational processes of the organisation.
- Participate in the process of designing, implementing, testing, documenting and maintaining of the IT application systems.
- Ensure the systems are functioning to expectations and performance optimisation.

### People Leadership and Relationship Management

- Collaborate with key business and IT stakeholders.
- Collaborate with Customers (Internal and External), Business Units and key vendors.

### Key Contacts

- All Business Units and vendors.

## Competencies needed for success in this role

### Time Management

- Manages time efficiently, using tools effectively to assist with planning and organising.
- Manages project timeliness.

### Analytical and Problem Solving

- Critically analyse problems and business processes.
- Analytical skills to measure and drive key business decisions on process and systems to enable the overall company success.
- Create and analyse relevant information to develop recommendations to contribute to the team success.
- Develop and create solution concepts and implementation plans for new initiatives.

### Achieving Results

- Shows resilience and proven ability to adapt style and approach to suit varying situations.
- Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.

### Written and Oral Communication

- Demonstrates excellent communication skills and the ability to explain complex technical issues in a simple, straightforward manner.

- Demonstrates strong interpersonal, oral and written communication skills, including a professional telephone manner.
- Writes accurate, clear, and informative communications that meet the needs of their intended audience.
- Articulates clear, respectful, and influential messages and information to clients/consumers/customers and colleagues.

### Interpersonal skills

- Work well independently and is a positive contributor to the team.
- Offer constructive feedback and provides balanced and informed perspectives at team meetings. Works to maintain effective and collaborative relationships within and across teams.
- Effectively manage internal and external customer relationships and builds strong rapport.

### Quality, Risk, Safety, Legislative compliance

- Contribute to enhancement of quality practices of the team and ensures that own work meets quality requirements.
- Contribute to identification and control of risks and hazards and takes advantage of emerging opportunities.
- Contribute to identification of health and safety risks and hazards, and ensures safety in own work context.
- Be aware of relevant legislative, regulatory, accreditation and licensing requirements and ensures own and team's compliance in work practices.

## Knowledge, Experience and Personal Attributes needed for success in this role

### Qualifications

- Essential**
- A relevant tertiary qualification OR equivalent level of expertise gained from a combination of experience, training or professional accreditation, together with a minimum of 5 years' experience in a similar role; and
  - Current Salesforce Administration Certification (ADM 201).

### Knowledge and Experience

- Essential**
- Demonstrate administrative knowledge of Salesforce CRM;
  - Proven experience as a systems administrator (min 5 years);
  - Proven experience developing reports and dashboards within Business Intelligence (BI) tools;
  - The ability to manage and prioritise workload within a fast-paced work environment;
  - The skills to collaborate on multiple tasks and projects within a small team;
  - A positive, can-do and flexible attitude with various tasks and systems to be maintained;
  - The drive to continually seek areas for service improvement or to work more effectively and efficiently and contribute to how the team operates;
  - Able to communicate complex system development and operational issues to non-technical audiences and stakeholders;
  - Proficiency in IT software development and maintenance methods, tools and techniques;
  - Excellent communication skills - written and oral, customer focused, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.
  - Development and maintenance of user documentation and training materials;
  - Delivering training for systems on both standard systems functionality and custom configuration;
  - Strong attention to detail; and
  - Has an ability to build positive relationships.
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- Preferred**
- Knowledge of Salesforce development technologies including Apex, Visualforce, SOQL and Lightning Component development;
  - Experience in cloud environments such as Azure and/or AWS;
  - Experience with:
    - Content Management Systems (CMS) and website management
    - Cloud based ERP & eCommerce systems
    - Cloud HRIS/HCM systems
    - Marketing automation tools
    - SharePoint and Office 365
    - SQL and database systems
  - Knowledge and understanding of software development lifecycles and concepts;
  - End-user training delivery
  - Understanding of HTML and web technologies; and
  - Exposure to a similar not-for-profit environment.

## Personal Attributes

- Passionate about the role of NFP and MSL in society.
- Be reliable and accountable for their actions.
- Able to build strong relationships with team members and business stakeholders.
- Be creative.
- Be risk minded.

## Other

## Employment Screening

Appointments within MSL are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

### ***Employees must provide:***

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

### **Required Screening Checks**

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|---|--|
| <input checked="" type="checkbox"/> <b>Police Check</b> | <input type="checkbox"/> <b>NDISWC</b> |
| <input type="checkbox"/> <b>WWVP (ACT/TAS)</b>          | <input type="checkbox"/> <b>WWCC</b>   |