

POSITION TITLE:	Information Management Systems Administrator	CLASSIFICATION:	Band 7
REPORTS TO:	Coordinator Corporate Information	DIRECTORATE	Organisation Capability
DEPARTMENT:	Customer Operations	TEAM:	Corporate Information

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Play a key role in ensuring the effective and compliant management of Council's corporate records by overseeing the smooth operation and administration of the Electronic Document and Records Management System (EDRMS). This position is responsible for day-to-day system administration, managing user licences, and ensuring appropriate access and permissions are maintained. You will also lead the coordination and delivery of training programs to build internal capability across the organisation in the use of EDRMS. Additionally, you will contribute to the ongoing improvement of information management practices by supporting system upgrades, participating in strategic projects, and providing technical guidance to stakeholders to ensure records management standards and legislative obligations are met.

RESPONSIBILITIES	KEY OUTCOMES
Systems Administration	Undertake daily system administration tasks to support the effective operation of Council's recordkeeping systems. This includes generating reports, conducting audits, managing and cleaning up metadata, and resolving issues such as checked-out or inaccessible documents to ensure data accuracy and compliance.
Access and Security	Manage the creation and ongoing review of system locations and positions, ensuring appropriate user permissions and document security settings are applied. This role supports accurate access controls and safeguards the integrity and confidentiality of Council records.
Troubleshoot	Identify, troubleshoot, and resolve system-related issues, or escalate them as needed to internal IT teams or external support partners to ensure timely resolution and minimal disruption to recordkeeping operations.
Upgrades	Play a key role in supporting system upgrades, patches, routine maintenance, and testing activities to ensure the ongoing reliability and functionality of Council's recordkeeping systems. This includes managing system integrations and overseeing the maintenance of core data fields such as 'name and address' records to uphold data consistency and system performance.
Training	Design, deliver, and continuously improve EDRMS training programs for both new and existing staff to build capability, ensure compliance, and promote best practice in records management across the organisation.

Projects	Actively support project teams by providing system administration expertise, contributing to planning, implementation, and troubleshooting to ensure successful integration with recordkeeping systems.
Records Management	Carry out records management tasks as required, aligned with the scope, skills, and responsibilities expected at this level of the role.

KEY WORKING RELATIONSHIPS



Direct reports: N/A

Internal: Internal stakeholders

External: External stakeholders

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority	- Ability to interpret policies and provide expert advice or guidance to ensure client compliance, with decisions subject to senior review if required. - Demonstrates expertise in interpreting policies and providing clear guidance to ensure client compliance, with decisions open to senior review where necessary. - Provides expert policy interpretation and guidance to ensure compliance, with decisions subject to senior review if required. - Contributes to policy development through research and analysis under senior guidance, with outputs influencing broader decisions and direction. - Contributes specialist knowledge to policy development, helping shape effective and compliant organisational policies. - May include leadership duties such as team oversight or managing a service area, extending beyond typical Band responsibilities.
Judgement and decision making	- Exhibits strong analytical and decision-making skills by thoroughly assessing well-defined objectives and systematically evaluating a range of methods, technologies, or processes. Applies extensive professional expertise to weigh factors such as feasibility, resource requirements, efficiency, risk, and long-term impact. Makes informed and strategic decisions that not only address immediate needs but also support the organisation's broader goals and continuous improvement initiatives. - High level of competence in addressing complex or technical issues that demand innovative and effective solutions by identifying root causes of problems, brainstorming potential solutions, evaluating their feasibility, and implementing the most effective ones through creative thinking and technical knowledge. - Ability to make impactful decisions that significantly influence organizational outcomes by aligning actions with strategic objectives and applying advanced problem-solving skills while ensuring accountability for decisions made to maintain transparency and effectiveness
Specialised knowledge and skills	Proficiency in administering an Electronic Document and Records Management System (EDRMS), preferably Enterprise Content Management (ECM), and Content Manager (TRIM).

Management Skills	- Skills in managing time, setting priorities, and planning and organising work efficiently. - Understanding of personnel practices such as equal employment opportunity, occupational health and safety, and employee development with the ability to implement these practices effectively. - Ability to manage resources and achieve objectives within set timelines and available resources.
Interpersonal skills	- Skilled in building cooperation and gaining support from clients, the public, and other Employees to efficiently manage activities and supervise team members. - Able to collaborate with external stakeholders and internal teams to address specialist issues by effectively communicating, building strong relationships, coordinating efforts across functions, and resolving cross-functional challenges efficiently. - Proficient in fostering positive relationships and facilitating effective communication to achieve organisational objectives and resolve problems.
Qualifications and Experience	- A certificate, diploma, or degree in a relevant professional or vocational field is preferred, though lesser formal qualifications may be considered with equivalent work experience. - Demonstrated work experience in a related role or industry that highlights applicable skills and practical knowledge. - Proficient in relevant tools, technologies, or methodologies commonly used within the sector, with a strong ability to apply them effectively. - Must possess a current Working with Children Check or Valid Police Check or be willing to obtain these prior to commencing employment. - This role may require routine medical assessments, fit-to-work testing, and regular updates to police and Working with Children Checks to comply with organisational and safeguarding standards. - Licensing and Background Checks: A current Victorian driver's licence, satisfactory police check, and current Working with Children Check (WWC) are required.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise We are Responsive We are Transparent We are Consistent We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date: July 2025