

POSITION DESCRIPTION

Position title: Enterprise Solutions Specialist
Location: Adelaide
Reporting to: Technology and Business Intelligence Manager

Position Responsibilities

The Enterprise Solutions Specialist (ESS) plays a key role in supporting and enhancing the Company's Information & Communications Technology (ICT) environment. Reporting to and working closely with the Technology and Business Intelligence Manager (TBIM), the ESS is responsible for the development, implementation, and ongoing improvement of core technology systems and digital solutions – including, where appropriate, the use of artificial intelligence – that enable and support the organisation's strategic and operational objectives.

This role combines strong technical expertise with a practical understanding of business needs. The ESS provides hands-on technical support across system administration, development, automation, and implementation to enable more streamlined, effective, and digitally enabled business operations. The ESS also provides occasional data and analytics support to the TBIM.

Duties and Responsibilities

Enterprise Systems Development and Technology Support (primary function)

- Maintain and enhance the organisation's Case Management System.
- Administer and support the Company's Telephony System.
- Maintain and update the intranet and website.
- Develop and manage solutions within the Microsoft Power Platform (Power Automate, Power Pages, etc.).
- Contribute to the development and management of Artificial Intelligence (AI) solutions for the business by actively understanding business requirements and opportunities and assisting in the delivery of AI-related projects.
- Provide backup support to the TBIM, as required, with first-line support for technology-related service desk requests for managers and members of the Board.
- Serve as the primary day-to-day liaison with the Company's ICT service providers, working collaboratively with the TBIM to ensure effective communication and issue resolution.
- Provide responsive support to staff and stakeholders on technology-related queries and issues.
- Support user acceptance testing (UAT) and other system implementation activities.

Data and Analytics Support (as required)

- Provide backup support for data pipelines and analytics tools within Microsoft Azure (e.g., Synapse, Data Factory, Azure Functions, OpenAI integration).
- Support the design, development, and delivery of dashboards and reporting solutions (primarily using Power BI).
- Assist in the implementation and ongoing improvement of the organisation's data ecosystem and analytics capability.

Other Duties

In addition to normal duties, the Enterprise Systems and Data Analyst may be required to undertake duties appropriate to the position as may be assigned by the Ombudsman, and must:

- take reasonable care of their own health and safety while at work and that of others who may be affected by their actions or omissions
- comply with any reasonable instruction given by the Person Conducting a Business or Undertaking ("PCBU") to allow the PCBU to comply with Work Health and Safety laws, and
- co-operate and comply with all Company policies, directives, procedures and guidelines.

Performance Evaluation

Performance will be measured based on:

- Reliability, scalability, and effectiveness of supported technology systems.
- Quality and timeliness of system support, maintenance, and project deliverables.
- Compliance with information security, privacy, and relevant standards.
- Positive engagement and satisfaction across the management team and staff.
- Contribution to continuous improvement and innovation in technology and data.
- Achievement of KPIs set by the TBIM or Senior Management.

Skills and Experience

Essential

- Demonstrated experience developing and supporting Microsoft Dynamics 365 Customer Service.
- Proficiency with Microsoft Power Platform (Power Automate, Power Pages, Power BI, etc.).
- Experience across the software development lifecycle (requirements, design, build, testing, release).
- Strong analytical and problem-solving skills.
- Ability to manage competing priorities and respond under pressure.
- Excellent interpersonal and communication skills, with the ability to collaborate across all levels of the organisation and external stakeholders.
- Commitment to professional development, including feedback, continuous improvement, and being a proactive team member.
- Strong commitment to providing responsive, solutions-focused customer service to both internal and external stakeholders.
- Proactive and adaptable, with a positive, accountable mindset and a willingness to embrace change and continuous improvement.
- Collaborative team player who consistently puts the needs of the team and organisation first, fostering a supportive and high-performing work environment.

Preferred

- Experience working with cloud platforms (e.g., AWS, Azure) and integrating cloud technologies into business operations.
- Proficiency in Python for data analysis, automation, and data integration.
- Experience in data pipeline life cycle.
- Competence in data analytics and dashboard/report development (e.g. Power BI, Tableau).
- Sound knowledge of data governance and database management principles.
- Experience in web development or related technologies
- Experience working in Agile, Scrum (or similar)-based delivery environments/projects.