

**POSITION TITLE:** Information Systems Transition Officer  
**CLASSIFICATION:** Administrative Service Officer Class 6

## The Legal Aid Commission (ACT)

The Commission is established under the *Legal Aid Act 1977*. Its mission is to promote a just society in the Australian Capital Territory by:

- ensuring that vulnerable and disadvantaged people receive the legal services they need to protect their rights and interests
- developing an improved community understanding of the law, and
- seeking reform of laws that adversely affect those we assist.

Further information about the Commission can be found at <http://www.legalaidact.org.au>

## The Position

Working as part of the Corporate Services team, you will manage and support staff to transition to new IT systems. You will juggle a wide range of responsibilities in a fast-paced and changing environment, complementing your strategic outlook with a 'hands on' approach.

The position will manage data quality, reporting on business and service activity and stakeholder engagement activities as they relate to the Commissions IT systems.

## Essential duties and responsibilities

### Data

1. Prepare monthly, quarterly, six monthly and annual performance and service reports as requested by management for the Commission's board, funders and the Commonwealth and ACT governments. This will include statistical reports that relate to clients, services and suppliers to support planning and decision making.
2. Prepare service reports for the Commonwealth Government as required by the National Partnership Agreement.
3. Analyse validity, reliability and completeness of data to ensure that an acceptable level of data quality is being maintained.
4. Providing data that supports Commission business cases for funding.
5. Look for ways to improve and promote quality reporting and make recommendations for improvements.

### Technology

6. Systems support & improvements in consultation with the Managed IT Service Provider.
7. Microsoft Dynamics project transition support.

8. Stakeholder engagement (JACS/Courts/LAACT staff/Managed IT Service Provider).
9. Update Commission's website and intranet.

### **General**

10. User Guide creation and updates.
11. Internal FAQ's/how to's/process co-ordination and communication.
12. In-house IT and audio/visual support.
13. Training identification.
14. Participate in management and system/technology meetings, especially where activities within the purview of this role intersect or overlap with the activities of the managed services provider.
15. Undertake other duties as required.

### **Selection criteria**

- Ability to troubleshoot systems and technology and provide system and technical support to users, including application training.
- Demonstrated ability to develop, recommend and document plans, policy, standards, procedures and checklists.
- Excellent analytical and problem solving skills, including data management and the ability to methodically and diligently prepare accurate, timely and comprehensive reports.
- Excellent communication skills, including the ability to work cooperatively within the organization and with the managed services provider to meet common goals.

### **Eligibility/other requirements**

Completion of IT qualifications or long term work experience in an information management related field is highly desirable.

### **Submission of your application**

Applications for this position should be forwarded to: [hr@legalaidact.org.au](mailto:hr@legalaidact.org.au)

Or to:  
HR Manager  
Legal Aid Commission (ACT)  
GPO Box 512  
Canberra City ACT 2601

Applications for this position close at **11:59pm on 22 August 2022.**

