



Australian Government



## POSITION DESCRIPTION

<b>Position Title:</b>	SAP – HR Functional Specialist
<b>Cluster / Business Unit / Division</b>	Information Technology Services
<b>Section or Unit:</b>	Enterprise Architecture
<b>Classification:</b>	Band 6
<b>Job Family:</b>	ICT & Digital Solutions
<b>STEMM/Non-STEMM:</b>	STEMM
<b>Position Description Number:</b>	PD-2227
<b>Work Contract Type:</b>	Professional

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### POSITION PURPOSE

Provide on-site IT presence and partnership to the business, to foster business engagement and provide trusted advice, to translate business requirements into system solutions, and to get value from investment in systems by driving the most effective use of systems within the functional domain. In addition, provide subject matter expertise and solutions to the ANSTO Business across both SAP and non-SAP Enterprise Applications within the Human Resources domain.

### ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries, and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Information Technology Division is dedicated to enhancing and maintaining ANSTO's digital facilities for operational reliability and, providing a range of customer services to support ANSTO's research, business activities and projects.

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

- BAU:
  - Provide Quality Assurance, Governance & assistance with escalations to the Support Partners.
  - Manage/ Resolve Tier 2 level support incidents for Success Factors modules if required.
  - Resolve / coordinate Emergency incidents.
  - Monitor service level agreements.
- Discoveries:
  - Identify new demand through the close liaison with key stakeholders within business.
  - Lead the Discoveries for new projects related demand, involving cross team members and external vendors.
- Projects:
  - Provide Analysis, Design, Implementation, Testing, Data Migration services to Projects.
  - Drive continuous improvements in the domain area.

- Provide assistance in development of documentation, procedure manuals and training material for optimum use of the system and compliance.
- Administration:
  - Assist with audits.
  - Complete training as agreed in the performance plan.
  - Undertake additional duties as required and during periods of leave of other staff.

**Decision Making**

- The position is fully accountable for the accuracy, integrity and quality of the data driven advice and interpretation provided to management & key stakeholders.
- Effective judgements under pressure or in the absence of complete information or expert advice.
- Prioritising & managing work as per agreed plans & timely escalations, if required.
- Timely escalation to the management within IT and business, as required.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

**Key Challenges**

- Dealing with a broad range of stakeholders with varying levels of technical understanding.
- Coordinate across ANSTO regarding relevant business processes as different ingrained methodologies exist for the same processes across site and negotiating and coordinating a common process will be a challenge.
- Quality of resources from support partners.
- Improving the perception of SAP in the workplace given that resistance to change at ANSTO is high and resources are limited to train and mentor individuals.
- Supporting the business and its processes to ensure master data is managed and maintained appropriately.

**KEY RELATIONSHIPS**

Who	Purpose
<b>Internal</b>	
Manager/Executive	<ul style="list-style-type: none"> <li>● Actively contribute to the direction and strategy of SAP Solutions.</li> <li>● Provide expert and techno-commercial advice on all phases of IT projects from concept to completion.</li> <li>● Recommend and gain endorsement for improvement to practice or development plans, goals, and other initiatives.</li> <li>● Operational Reporting as defined.</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>● Provide expert advice, technical and otherwise on a full range of matters.</li> <li>● Collaborate and share accountability.</li> <li>● Negotiate and resolve conflicts.</li> <li>● Actively share knowledge.</li> <li>● Demonstrate team culture.</li> <li>● Manage performance and development of the team members.</li> </ul>
Internal Stakeholders PPC/HRSS	<ul style="list-style-type: none"> <li>● Collaborate with the senior management, Business SMEs, and end users to address operational issues and requirements.</li> <li>● Work as an active conduit between business and IT as well external service providers.</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>● N/A</li> </ul>

Enterprise & Solutions Architects	<ul style="list-style-type: none"> <li>Collaborate on the New Project Request process, to explore &amp; develop new solution ideas.</li> <li>Assist in the build of the business cases by providing techno-commercial inputs.</li> </ul>
Project Management Office	<ul style="list-style-type: none"> <li>Work closely with the designated Project Managers to deliver projects as planned.</li> <li>Assist in Project Reporting.</li> </ul>
<b>External</b>	
Stakeholders/Vendors	<ul style="list-style-type: none"> <li>Strong rapport with SAP and other vendors.</li> <li>Develop and manage effective relationships to collaborate on IT initiatives, projects, and delivery.</li> <li>Effectively exchange information with external stakeholders and vendors.</li> <li>Practice collaborative culture.</li> <li>Develop strategic relationships, adding value to ANSTO such as industry best practice knowledge and solutions.</li> </ul>

#### POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the SAP Solutions Manager
Direct Reports	Nil
Indirect Reports	Nil

#### Special / Physical Requirements

Location:	Lucas Heights. Working in different areas of designated site/campus as needed.
Travel:	May be required travel to ANSTO sites from time to time.
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer).
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions.
Hours:	Willingness to work extended and varied hours based on operational requirements.
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements. Obtain and maintain appropriate federal government clearance.

#### Workplace Health & Safety

Specific role/s as specified in <a href="#">AG-2362</a> of the ANSTO WHS Management System	All Workers  Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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#### ORGANISATIONAL CHART

On file.

## KNOWLEDGE, SKILLS, AND EXPERIENCE

1. Degree or equivalent experience in relevant discipline such as Information Technology or Human Resources.
2. A strong understanding of Application Lifecycle Management, its importance in the development of Enterprise Application Strategies and Roadmaps, and its relevance across enterprise solutions, architectures, systems, and processes supporting a diverse medium sized enterprise with numerous stakeholders.
3. Strong Business Process knowledge across their Functional Domain, matched with a comprehensive functional understanding of SAP modules and architectures within a Core Domain (SAP – HCM & SuccessFactors) and their application in HR environments, as well as additional subject matter expertise in other third-party integrations.
4. Highly developed negotiation, communication, and interpersonal skills for liaising with internal and external customers/ stakeholders at all levels.
5. Demonstrated experience leading their Functional Stream on projects or support using methodologies such as ASAP / RunSAP in a regulated manufacturing environment. Experience in an Agile Deployment (ASAP 8) is an advantage.
6. Leadership skills including the ability to lead a geographically disbursed team.
7. Strong understanding of IT Service Delivery and Information Management frameworks e.g. ITIL.
8. SAP or equivalent partner Certification in their core Functional Domain is required or alternatively a commitment to become certified in one or more of the Success Factors modules (LMS, RCM, EC, PMGM or Succession) within an agreed period.
9. Knowledge of Quality Management Systems approaches such as ISO9001:2000, GMP and CSV.

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## VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Shailesh Chitnis	Name:	Marianne Morton
Title:	Manager, SAP Solutions	Title:	Chief Information Officer
Signature:		Signature:	
Date:		Date:	