



Selection Documentation

Classification:	Customs Level 3
Local Title:	Senior Technical Analyst
Division/Branch/Section:	Financial Services Division, Financial Systems
Location:	Canberra
Position No:	Several Positions / Full time
Salary Package:	Up to \$87,656

Functions of the Work Area

Financial Services Division (FSD) is responsible for financial services and initiatives for Customs. This includes the coordination of budgetary responsibilities, property and asset management, competitive tendering and contracting processes, financial management systems and cost recovery charges.

The Branch also provides advice to line areas on financial policies, complex purchasing matters and the resource management framework. It includes responsibility for policy and practices for debt and contract management.

Financial Systems Support (FSS) is responsible for maintaining and enhancing existing systems within the FSD as well as developing new systems for the work area. FSS enables financial management and reporting by providing financial system capability using a variety of tools including QSP Financials (FMIS), Cognos for reporting, Financial Forecasting System (FFS) for budget management and web based application development for small systems.

The Role

The Senior Technical Analyst will have a good understanding of Financial, HR and other reporting environments. As senior technical analyst, you will be responsible for analysing the requirements for new reports and designing suites of reports for the various business areas in Customs. The position also involves managing and administering the reporting server. This includes monitoring the data warehouse and creating metadata views of the information therein.

Tasks

- Developing Cognos reports
- Manage the ReportNet system including user access
- Manage the ReportNet server
- Report testing and reconciliation to source systems
- Work with project teams within Finance Division to assist with their data analysis and project reporting requirements
- Second level ReportNet support
- Data warehouse development
- Meta data mappings using Framework manager

The successful applicants

Successful applicants will have demonstrated skills including:

- Reporting experience preferably on financial systems and/or knowledge of finance environments.
- Sound SQL skills with understanding of basic database principles
- The ability to analyse requirements and recommend then develop reporting solutions to those requirements.
- Experience testing reports with reconciliation to source systems
- Ability to administer the reporting system and support users of the system
- Assist in training staff in the use of reporting tools and the reporting system
- Knowledge of ETL processes and experience with Cognos Data Manager or another ETL tool highly desirable.
- Ability to model data in Cognos Framework Manager or similar metadata mapping tool highly desirable

Applicants should have sound research, analytical and writing skills. In addition they must be able to build strong working relationships, be effective team players and make positive contributions to team outcomes.

Contact for enquiries: Matt Wilson on 02-6275 6584 or email matthew.wilson@customs.gov.au

How to apply for these roles

Please send:

- your completed general application form (found on Customs website under *General Recruitment*);
- your statement of claims against the selection criteria (outlined below) which provides scope for you to demonstrate your competency. In preparing your Statement of Claims, please respond to the selection criteria taking into account the job description; and
- a copy of your CV.

Completing Selection Criteria

For assistance addressing your selection criteria please refer to '*Cracking the Code: How to Apply for Jobs in the Australian Public Service*' the following website:
<http://www.apsc.gov.au/publications07/crackingthecode.htm>

by email to: recruitment@customs.gov.au

or by mail to: Att: Recruitment
Australian Customs Service
5 Constitution Ave
Canberra City ACT 2601

or by fax to: (02) 6275 5985

The closing date for applications is: Thursday, 26 February 2009.

Selection Criteria – Customs Level 3

Managerial and Planning

Ability to effectively organise, plan and deliver services to:

- Manage and prioritise multiple demands
- Contribute to work area planning
- Contribute to and be responsible for achieving team goals
- Manage resources
- Develop policy and guidelines
- Contribute to the delivery of outcomes

Continuous Improvement and Change Management

Orientation towards continuous improvement, managing change and being flexible to:

- Support, implement and monitor change
- Develop innovative approaches to improving processes and practices
- Promote an environment of continuous improvement

Communication and Client Focus

Demonstrated understanding of client needs and sound communication and interpersonal skills to:

- Effectively represent the organisation and maintain business relationships
- Deliver high quality client service
- Communicate in a clear and concise manner
- Coach and provide constructive feedback

Leadership/Teams and Integrity

Demonstrated high standards of integrity and leadership skills to:

- Lead and develop effective teams
- Resolve and/or refer issues of ethics and probity
- Implement policies and programs based on corporate decisions without personal bias
- Take responsibility for self and group actions
- Develop further capabilities for self and team
- Manage performance
- Model and promote fair and equitable behaviour, the APS Values and Code of Conduct
- Monitor ethical standards

Decision Making and Strategic Thinking *Most Important*

Ability to access and use information and emergent technology strategically to:

- Analyse information from various sources
- Make decisions under pressure and exercise good judgement
- Demonstrate an innovative approach to problem solving

Technical *Most Important*

Relevant technical knowledge (or ability to acquire knowledge) to:

- Achieve work area outcomes
- Apply relevant legislation, policy and guidelines
- Apply a broad knowledge of Custom functions, responsibilities and organisational linkages