

Position Title: Finance Systems Officer

Campus: All

Directorate: Corporate Services

Department: Finance

Reporting to: Manager – Finance Systems

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 4 (HS4)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

| Collaboration | Compassion | Accountability | Respect | Innovation |
|---|---|---|---|--|
| <i>We are stronger together.</i> | <i>We show that we care.</i> | <i>We do what we say and say what we do.</i> | <i>We appreciate and value all people.</i> | <i>We adapt and innovate to achieve best outcomes.</i> |
| Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible. | All people deserve to be treated with compassion, kindness and empathy. | Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments | Our actions and words reflect our commitment to a safe and fair health service for all. | Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement. |

POSITION PURPOSE

The Finance Systems Officer provides essential support for the maintenance, optimisation, and continuous improvement of financial systems across Grampians Health. The role supports both day to day operational activities and longer term system enhancement initiatives to ensure finance platforms are secure, reliable, and aligned with organisational needs.

This position requires a detail focused, analytical, and technically capable individual with demonstrated experience in ERP system implementation, including configuration, data migration, user support, and system testing. The role involves working closely with stakeholders to analyse business processes, deliver system improvements, support financial reporting, and ensure data quality across finance applications.

Proficiency in Power BI and contemporary ERP systems is essential, along with strong organisational skills, the ability to manage competing priorities, and the capacity to build strong working relationships across the organisation.

KEY ACCOUNTABILITIES

System Support & Maintenance

- Serve as the first point of contact for internal staff requiring support with finance systems.
- Manage the Finance Systems Help Desk, ensuring all incidents, requests, and system issues are prioritised and resolved in a timely and effective manner.
- Investigate and troubleshoot system errors, data issues, or workflow problems, collaborating with internal teams and external vendors to identify root causes and deliver sustainable solutions.
- Conduct routine system audits to ensure data integrity, system performance, and appropriate security access controls.

ERP Implementation & System Enhancements

- Contribute to ERP implementation and upgrade projects, participating in requirements gathering, configuration, data mapping, data migration, testing, and post-go-live support.
- Assist in coordinating and executing system upgrades, patches, and enhancements, including functional testing and user acceptance testing (UAT).
- Identify areas for improvement in financial workflows and collaborate with stakeholders to design and document enhancements to systems and processes.
- Maintain strong working relationships with software vendors to ensure service quality, issue resolution, and adherence to performance expectations.

Reporting, Analytics & Data

- Develop and maintain financial and operational reports and dashboards using Power BI.
- Create, optimise, and troubleshoot SQL queries, views, and data transformations within SQL Server to support reporting, integrations, and analysis.
- Support the creation and maintenance of data models and datasets to ensure accurate, reliable reporting for finance and management decision-making.

Training, Documentation & Governance

- Support and deliver training for staff on new and existing finance systems, including Epicor and Precise ARM.
- Prepare and maintain comprehensive documentation such as business processes, configuration records, testing scripts, data definitions, and end-user guides.
- Participate in team, department, and organisational meetings as required.
- Contribute to the development, maintenance, and improvement of policies, procedures, workflows, and systems.
- Assist with month-end system tasks and provide system-related support to the finance team during peak reporting periods.
- Perform ad hoc tasks and duties as directed by management.

KEY SELECTION CRITERIA

Essential

- Bachelor's degree in Finance, Accounting, Information Systems, Computer Science, or proven extensive work experience.
- Demonstrated experience in ERP system implementation, including configuration, data migration, testing, and supporting end-users (Epicor preferred).
- Strong proficiency with Power BI, including data modelling and dashboard/report development.
- Experience supporting financial or ERP systems such as Epicor, SAP, Oracle, or similar platforms.
- Strong analytical and problem-solving skills, with the ability to diagnose and resolve issues effectively.
- Excellent communication and interpersonal skills, with the ability to work effectively across diverse stakeholder groups.
- High attention to detail with a commitment to data accuracy and system integrity.
- Ability to learn, adapt, and work effectively with evolving technologies and system environments.

Desirable

- Knowledge of financial processes, accounting principles, and internal control frameworks.
- Experience with SQL, particularly writing and optimising queries using Microsoft SQL Server.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centered approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centered care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.