



Position Details

Position title:	System Support Officer
Award Classification:	Band 6
Department:	Waste and City Maintenance
Division:	City Infrastructure
Date Approved:	September 2026
Approved By:	Manager City Waste and Operations

Organisational Relationships:

Reports To:	Business Lead – Waste and City Maintenance
Supervises:	N/A
Internal Stakeholders:	Council Employees
External Stakeholders:	Community, customers and contractors

Position Objectives

The Project Support Officer – Waste, role at the City of Port Phillip, will be responsible for the application support and optimization of the Councils Enterprise Resource Planning (ERP) solution OneCouncil, Service Management Module. OneCouncil utilises Technology One's, CiAnywhere (CiA). The role also provides technical support on waste transformation, kerbside standardisation, and new kerbside collection contract system integration projects.

- Assist with the administration and maintenance of TechnologyOne OneCouncil, including Service Management, CRM, Work Orders and related modules, ensuring effective delivery of waste services and accurate asset and inventory records.
- Deliver high-quality **customer support** by ensuring customer requests, enquiries and service issues are accurately recorded, monitored and resolved through Council systems.
- Support the preparation and distribution of reports and dashboards, using **Power BI** to support operational performance monitoring, data-driven decision making and waste transformation initiatives.

- Provide operational system support to users, technical support and continuous improvement for waste-related business systems, integrations and digital service delivery platforms.
- Liaise with stakeholders to assist service delivery outcomes between operational teams, customer service teams and technology stakeholders to improve customer outcomes and service efficiency.

Key Responsibilities and Duties

- Provide first-line and escalated **customer support** for waste service enquiries, system-generated requests and operational issues.
- Monitor service performance and customer request trends, identifying opportunities to improve customer experience and operational efficiency.
- Assist with the preparation and maintenance of Power BI and Microsoft Fabric dashboards and reports, to support waste operations, customer service performance, contract management, asset tracking and strategic decision-making.
- Support analysis activities by collating and validating operational data.
- Escalate complex analytical requirements to relevant specialists
- Support system enhancements, testing, configuration and user acceptance activities within **TechnologyOne OneCouncil** and integrated systems.
- Maintain data integrity across TechnologyOne Service Management, CRM, Work Orders and waste service records.
- Collaborate with Customer Experience, Rates, Digital Technology and Waste Operations teams to ensure end-to-end business process effectiveness.

Accountability and Extent of Authority

- Provide effective administrative support to the Waste Management Services team and customers in accordance with defined accountabilities.
- Work to be undertaken in line with specific guidelines such as the customer experience vision, Council Plan and Organizational Strategy, and within City of Port Phillip procedures, policies and regulations, Local, State and Federal Government laws. This includes maintaining confidentiality of Council's customers and data by adhering to privacy legislation and Council policies.

Judgement and Decision Making

Seek guidance and advice from the Business Lead - Waste and City Maintenance, Head of Waste Operations, waste management service team, and/or Council subject matter experts as required.

Specialist Skills and Knowledge

- Highly developed **customer service skills**, including the ability to manage enquiries, investigate issues and provide timely resolutions across multiple channels.
- Sound working knowledge of TechnologyOne OneCouncil or similar systems, including CRM, Service Management, Property & Rating, Work Orders and associated modules.
- Experience using Power BI and Microsoft Fabric to maintain reports and dashboards
- Ability to interpret and present operational information.
- Understanding of data governance, system integrity and continuous improvement principles.
- Knowledge of local government waste services and customer service delivery environments is desirable.

Management Skills

- Ability to manage time and organise one's own work to achieve specific and set objectives in the most efficient way possible within a set timeframe.
- Understand with and abide with the City of Port Phillip Employee Code of Conduct, applicable legislation and Council policies and procedures

Interpersonal Skills

- Ability to work effectively within a team and to discuss and identify best practice in line with pre-defined processes.
- Sound communication skills, both verbal and written, with the ability to liaise with contractors, staff in other departments and customers.
- Strong teamwork skills, with a calm and positive approach to duties and ability to contribute to team efficiency and effectiveness in service delivery.
- Demonstrate a genuine commitment to quality service with the ability to anticipate and satisfy service requirements and stakeholder expectations.

Qualifications and Experience

- Experience using TechnologyOne OneCouncil or similar enterprise systems.
- Ability to support reporting, data management and customer service outcomes.
- Strong experience in customer support, customer request management and service delivery environments.
- Business analyst experience supporting IT projects for system implementations, process improvement initiatives or digital transformation projects.



- Local Government, waste management or utility service experience is desirable but not essential.

Child-Safe Standards

Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.



Key Selection Criteria

1. Experience in a high-quality **customer support** and administrative services in a customer-focused environment, preferably for Waste or Operations systems.
2. Experience maintaining reports and dashboards using Power BI and/or Microsoft Fabric.
3. Demonstrated experience supporting projects, business process improvement and system implementation activities.
4. Experience using **TechnologyOne OneCouncil** or equivalent enterprise resource planning and service management systems.
5. Demonstrated experience in data management, reporting, analysis and continuous improvement of service delivery outcomes.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.