Position Description

Business Systems & Technology Specialist

Vision	Better futures for WA women
Purpose	To provide excellent connected health and support services to women across their life cycles
About us	Luma is a not-for-profit organisation dedicated to enhancing the health and wellbeing of Western Australian women since 1977. From our humble beginnings as a small medical and counselling clinic for women in the 70's, we have evolved into a comprehensive, integrated, go-to-place for women of all ages, stages, cultures, and identities. Located throughout the Perth metropolitan area, Luma offers an extensive range of medical, nursing care, allied health, mental health & counselling, Family & Domestic Violence (FDV), and health promotion services. Luma welcomes women from all walks of life and prioritises those who are at higher risk of ill health including women who have a disability, carers, women from CaLD backgrounds, Aboriginal women, Family & Domestic Violence victim-survivors, and those who are socially and economically disadvantaged
Values:	Respect Integrity Diversity & Inclusion Innovation

Position Details

Position title	Business Systems & Technology Specialist
Classification	2022 Enterprise Agreement, Support Services Level 3
Base Location	Northbridge & other Luma sites as required
Status	Full-time, 12 months fixed term
Service Area	Corporate Services
Reports to	General Manager, Corporate Services
Managed Staff	Nil
Position Purpose	The Business Systems & Technology Specialist is responsible for the administration, support and continuous improvement of Luma's business systems and applications, including Salesforce and other organisational platforms. The role acts as the primary operational link between staff, management, external IT providers, software vendors and technology partners to ensure systems effectively support service delivery, operational requirements and organisational objectives. Working closely with the General Manager Corporate Services, the position supports business systems management, process improvement, technology initiatives, digital

innovation and staff capability development through training, support and system optimisation. The role maintains an organisation-wide understanding of Luma's systems environment and promotes effective, secure and consistent use of technology across the organisation. This includes supporting cyber security awareness, responsible adoption of emerging technologies and continuous improvement of systems that enable operational, compliance, funding and organisational reporting requirements.

Key responsibilities for the role

- Administer and maintain Salesforce and other organisational business systems and applications.
- Manage user access, permissions, licences and role-based security across systems.
- Coordinate onboarding, role changes and offboarding activities in partnership with People & Culture and managers.
- Maintain system documentation, registers, configuration records and administration procedures.
- Ensure systems remain reliable, secure and aligned to organisational needs.
- Work collaboratively with system owners and reporting stakeholders to ensure business systems capture and maintain information required for operational, compliance, funding and organisational reporting purposes.

Business Process Improvement & System Development

- Work collaboratively with managers and staff to understand operational requirements and identify opportunities for system and process improvement.
- Support the design and optimisation of assessments, forms, workflows, approvals and service delivery processes within organisational systems.
- Translate business requirements into system enhancements and coordinate implementation with vendors and external providers.
- Identify opportunities to streamline, automate and standardise organisational processes.
- Maintain an understanding of how systems, processes and information flows interact across the organisation.
- Maintain system maps, process documentation and a business systems register.
- Identify and evaluate opportunities to leverage automation, AI and emerging technologies to improve organisational effectiveness and service delivery.

Governance, Privacy and Information Security

- Maintain access registers and support regular access reviews.
- Support compliance with organisational policies relating to privacy, information security, records management and acceptable use.
- Ensure appropriate management of privileged, shared, contractor and service accounts.
- Escalate security incidents, privacy concerns and access anomalies promptly.
- Support audit, compliance and quality improvement activities relating to systems and technology.
- Handle information in accordance with confidentiality, privacy and information security obligations.
- Promote cyber security awareness and responsible use of AI and emerging technologies across the organisation.

User Support, Training & Adoption

- Act as the primary internal point of contact for business systems support and user enquiries.
- Provide first-line troubleshooting and coordinate escalation with vendors and external IT providers where required.
- Develop and deliver training, onboarding and refresher sessions for staff.
- Create and maintain user guides, quick reference materials and learning resources.
- Support implementation of new systems, functionality and process changes through staff engagement and education.
- Promote best-practice, safe and effective use of organisational systems, including cyber security and AI awareness and emerging digital technologies.

Leadership/Communication

- Support the philosophy of Luma.
- Adhere to the policies and procedures of Luma.
- Participate in development opportunities including attending sector networking, further training and, professional development events when required.
- Work collaboratively within the executive team and with Luma multidisciplinary staff, service coordinators, and management.
- Promote teamwork within Luma by developing good working relationships with other employees and demonstrating initiative.

Safety & Quality Improvement

- Remain up-to-date of industry trends and best practice.
- Document quality assurance activities with internal reporting and audits.
- Identify training needs.
- Support the confidentiality, integrity and availability of Luma's information, and simplify or automate routine access tasks where possible.

Organisational Responsibility

- Communicate and act in ways that are consistent with the organisation's purpose and values.
- Support and promote the work of the organisation, maintaining a positive image of the organisation in accordance with the level of the position.
- Comply with the organisation's policies, code of conduct, procedures and practices, external funding body requirements and legislation.
- Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment or bullying.
- Adhere to organisational Work, Health and Safety (WHS) requirement.

Key Performance Indicators

The KPIs are read in conjunction with this Position Description and are reviewed annually with the reporting manager.

Selection Criteria

- Demonstrated experience administering and supporting enterprise business systems, CRM platforms and cloud applications, preferably including Salesforce and Microsoft 365.

- Demonstrated experience managing identity and access management, including user provisioning, permissions, security groups, role-based access controls and licence administration across multiple systems.
- Experience documenting business processes, workflows, system interactions and organisational technology environments.
- Demonstrated ability to identify and implement business system improvements that enhance service delivery and operational efficiency.
- Demonstrated experience translating business requirements into system enhancements and working effectively with software vendors and external IT providers.
- Demonstrated experience delivering user training, onboarding programs, user guides and support resources.
- Strong analytical, troubleshooting and problem-solving skills, with the ability to communicate technical concepts effectively to non-technical stakeholders.
- Sound understanding of information security, cyber security principles, privacy legislation, confidentiality, records management and risk management practices.
- Demonstrated experience supporting cloud-based environments, including Microsoft 365, Entra ID (Azure Active Directory), SharePoint, Teams and Exchange Online.
- Strong organisational skills and sound judgement, with the ability to manage competing priorities independently and maintain confidentiality of sensitive client and staff information.
- Demonstrated ability to build positive stakeholder relationships and support organisational change initiatives.
- National Police Clearance.

Desirable

- Tertiary qualification in Information Technology, Information Systems, Computer Science, Cyber Security or a related discipline.
- Salesforce Administration certification or demonstrated Salesforce administration experience.
- Industry certifications such as Microsoft 365 Administrator, Microsoft Security, ITIL Foundation, NIST Cybersecurity Framework, Azure Fundamentals, Cyber Security Fundamentals or equivalent.
- Experience within healthcare, community services, not-for-profit or regulated environments.
- Knowledge of AI-enabled business tools and experience supporting the safe, secure and effective adoption of emerging technologies.

Our organisation is committed to protecting children and young people from harm. We require all applicants to undergo an extensive screening process prior to appointment.

Our values drive our culture and performance through a strong focus on upholding the organisation's vision and purpose. We celebrate and respect people's differences and commit to providing an inclusive work environment. We welcome applications from individuals of all backgrounds, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse communities, people with disability, and those identifying as LGBTQIA+.

Acceptance

I have read and understand the content of this Position Description.

Employee Signature: Date:

Reporting Supervisor Signature: Date: