



## POSITION DESCRIPTION

<b>Position Title:</b>	CRM Developer/Analyst
<b>Level:</b>	Level 6 (ILC & HSUWA Enterprise Agreement 2016)
<b>FTE:</b>	Full time - 37.5 hours per week
<b>Special Allowances:</b>	N/A
<b>Business Unit:</b>	Administration
<b>Reports to:</b>	Business Services Manager
<b>Location:</b>	Perth Metropolitan
<b>Date Reviewed:</b>	July 2018

## Independent Living Centre (ILC)

The Independent Living Centre WA (ILC) provides information and advice, assessment, training, funding and hire services that enable Western Australians of all ages and abilities to live more independent and fulfilling lives.

Service areas include assistive technology and equipment advice and assessment, home modifications, occupational therapy driver assessment, carer respite and support, Home and Community Care, regional assessment, and grants and equipment funding.

## ILC's Vision

For people to reach their goals to live independent and full lives through easy access to community allied health services, the right assistive technology and home modification solutions.

## ILC's Purpose

To support all individuals, including people with a disability, those who are ageing, their families and carers to live full and independent lives. We do this by providing individuals with allied health solutions and the right assistive technology that enables them to live in good health and independently at home and in the community. Our passion and motivation comes from making a real difference to individuals' lives.

## ILC's Values

- Integrity:** Working, behaving, speaking and listening with honesty and truthfulness.
- Passion:** Going the extra mile because we believe in what we do.
- Respect:** Valuing people and embracing their individual or unique qualities.
- Collaboration:** Building relationships, sharing knowledge and ideas.
- Innovation:** Seeking creative solutions and opportunities, having confidence to think differently and have a go.
- Responsible:** Being reliable and accountable and doing as we say we will do.

## Competencies

### Customer Service

Provides a comprehensive personalised service to customers including consumers, suppliers, stakeholders, service providers and health professionals.

### Resource Management

Understands and makes best use of the available resources including personnel, systems, policies, procedures, assets, equipment and information and communication technology.

### Team Contributor

Contributes to the overall performance of the team and organisation through communicating and interacting effectively with others.

### Personal Awareness

Is self-aware in terms of strengths and weaknesses; understands how own behaviour and actions impact on others and the business.

## **Position Overview**

The CRM Developer/Analyst will provide front line support for the existing Dynamics CRM installation, Sharepoint and other enterprise wide applications. You will also be responsible for ad hoc internal and external reporting using Excel and PowerBI. In addition, your experience will help identify process improvement opportunities and allow you to design solutions and enhancements for Dynamics CRM projects.

Experience in the use of Microsoft Office suite, a friendly and flexible manner and willingness to learn are essential.

## **Key Accountabilities/Duties**

1. Provide front line support for the Dynamics 365 CRM system including customisation and configuration.
2. Provide technical support to internal teams and problem solving of application issues with existing systems eg Sharepoint, PowerBI.
3. Document business and technical requirements, develop specifications, create test scenarios and perform trouble shooting for existing and new systems.
4. Involvement in implementation and upgrades of systems and processes including evaluation, user acceptance testing and user training where appropriate.
5. Liaise with providers as appropriate for incident escalation and/or problem resolution.
6. Liaise with customers, suppliers and stakeholders in a courteous and professional manner.
7. Provide staff training and support on CRM, Sharepoint and PowerBI.
8. Promote the philosophy and objectives of the organisation.
9. Implement and adhere to all policy and procedural requirements of the organisation.
10. Undertake other duties as assigned.

<b>SELECTION CRITERIA:</b> (to be addressed in application)	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b><u>QUALIFICATIONS</u></b>		
1. Minimum 2 years work experience	E	
2. Relevant tertiary degree level qualification		D
<b><u>KNOWLEDGE, SKILLS AND ABILITIES</u></b>		
1. Experience with Dynamics CRM	E	
2. Experience with Sharepoint		D
3. Experience with PowerBI		D
4. Excellent customer/client focus.	E	
5. Flexibility and ability to work within a small professional team.	E	
6. Ability to build and maintain strong relationships across all levels of the organisation	E	
7. Ability to work effectively, both independently and as a team member to deliver the desired outcomes by established deadline.	E	
8. Attention to detail, organisational and time management skills	E	
9. Demonstrated problem solving skills.	E	
10. Ability to train and instruct staff	E	
11. Sound working knowledge and proficiency in Microsoft Office applications.	E	
12. Website (Wordpress) experience		D
13. Knowledge of Not for Profit sector		D
14. Current "C" class driver's licence.	E	
15. Current National Police Check.	E	
16. Knowledge of general legislative requirements (e.g. Workplace Health and Safety Act 2011, Privacy Act 1988, etc.).		D