

POSITION DESCRIPTION

OUR VISION

A world leader in delivering major venues, sport, entertainment and events.

OUR PURPOSE

To provide amazing experiences and opportunities through world class venues, enriching and connecting Queensland communities.

POSITION	Business Systems Support Officer
POSITION NUMBER	1G070
LOCATION	Stadiums Queensland Corporate Office
REPORTS TO	Manager, Applications
EMPLOYMENT TYPE	Permanent, Full-Time
CLASSIFICATION LEVEL	Staff Certified Agreement, AO4 Level 1
CONTACT INFORMATION	Michael Donnelly Phone: 07 3456 2742 Email: Michael.Donnelly@stadiums.qld.gov.au
VACANCY REFERENCE #	SQ44.25
CLOSING DATE	Wednesday, 10 September 2025

THE POSITION

The Business Systems Support Officer is required to provide system administration and support services for SQ's business systems (including but not limited to Finance, Asset Management, HRIS, Payroll and CRM). This includes support for business process review and system analysis, as well as system design, operational and implementation activities to ensure business system functionality aligns with SQ's business operations.

The Business Systems Support Officer provides an interface between the business users and technical support staff for these systems and services.

WORK ENVIRONMENT

This position works within Stadiums Queensland's Technology Services team. Whilst based in the Corporate Office, the role also requires direct interaction with, and support for, venue and Corporate Office teams and is required to participate in an after-hours on-call roster.

ORGANISATIONAL ENVIRONMENT

SQ manages, operate and promotes the use of the State's major sports, recreation and leisure facilities.

<https://www.stadiums.qld.gov.au/>

KEY ACCOUNTABILITIES

- Provide systems administration and support services for SQ's business systems
- Diagnose business systems faults and initiate remedial actions
- Liaise with internal clients, technical support staff and external service providers as required to assist in resolving problems
- Liaise with business systems administrators, system owners, vendors and other SQ team members in relation to the design, procurement, implementation and ongoing support of SQ's business systems
- Manage the business system related aspects of system reporting, including the development and maintenance of queries, scripts, and reports to meet the needs of the business
- Provide assistance to system owners in relation to system operations, including internal controls and other corporate governance requirements, as well as future product directions
- Assist with the development of specifications, business cases and project plans to support the acquisition and deployment of business systems solutions
- Service client technical support requirements in a timely and efficient manner, providing on-site and on-call technical services for the organisation
- Develop and maintain quality documentation for each of the systems including user guides, operational procedures and architectural documentation and provide training to staff on the operation of key business systems
- Promote a culture of continuous improvement and contribute to the ongoing development of SQ's business systems in line with technology changes in the industry

MANDATORY QUALIFICATIONS AND/OR EXPERIENCE

- Tertiary qualification in related field (ICT, Business, venue / event management) with a minimum of 1 year practical experience or
- Relevant practical experience with a minimum of 2 years' experience supporting technology systems

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- Demonstrated experience supporting business systems such as finance, asset management, human resources, customer relationship management and other business systems
- Experience documenting business system solutions, processes and procedures
- Good business system knowledge at an operational level, sound project management practices and a good understanding of how ICT can support business performance
- Knowledge of training, development and delivery, and adult learning principles
- Demonstrated ability to troubleshoot ICT related problems and work with team members, internal clients, external service providers and vendors to implement effective solutions
- Proven experience in delivering solutions that are aligned with business goals and objectives
- Excellent time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines
- Highly self-motivated and directed, with keen attention to detail



- Highly developed customer service skills with an ability to engage with various stakeholders including internal clients, external service providers, vendors and auditors

DESIRABLE

- ITIL v4 Foundation Certificate
- Certificate IV in Training and Assessment
- Experience supporting multiple sites and systems
- Knowledge of AS/ISO standards and Queensland Government information standards
- Secondary ITIL practices in incident management



OUR VALUES



Enthusiasm and passion

We are an energetic and accountable team who work collaboratively as 'OneSQ', embracing diversity of experience and open communication.



Professional, commercial and accountable

We are passionate and take ownership in delivering commercial results and great experiences for our customers. We strive for and deliver greatness, and celebrate individual and team achievements.



Customer-centric, innovative and agile

We embrace change, encourage innovation and are solutions focussed. We are customer-centric and continuously and flexibly adapt to evolving needs and expectations.



Authentic, transparent and respected

We are authentic and conduct our business with the highest standards of ethics, integrity and responsibility.

ADDITIONAL INFORMATION

- Some out of normal hours work and work on weekends will be required.
- Whilst this position is currently located at the Corporate Office, the successful applicant may be required to work from any of SQ's venues or offices.
- Travel inter/intrastate may require some overnight stays away from the position's location.
- This position description details the minimum skills required to perform the duties of this position. Other duties may be allocated, as required.
- SQ employees are bound by the ethics principles, which are contained in the SQ's Code of Conduct and the terms and conditions of employment are detailed in the Employment Contract and associated legislation. All staff are expected to familiarise themselves with these.
- All managers, supervisors and staff are expected to participate in and positively contribute to the sound corporate governance of SQ. This includes demonstrating a comprehensive appreciation of and commitment to the fundamental principles of corporate governance within which a statutory authority operates.
- Managers and supervisors should lead by example in their understanding of and application to corporate governance activities of SQ, in accordance with appropriate legislative requirements, Board policy and established principles.
- All successful appointees will be responsible and accountable to the extent of "Duty of Care" (Work Health and Safety Act 2011) and required to demonstrate occupational health and safety consciousness, and support and contribute towards risk management initiatives.
- SQ employees are required to adhere to security procedures at all times, support and contribute the effectiveness of protective security measures through security awareness, vigilance and reporting.
- Where a "Working with Children Check" (i.e. Blue Card) is required to be held for this position, the applicant is to provide evidence of either a valid Blue Card or be willing to make application for the card. Volunteers working in any capacity with children or young people, and paid employees who work in regulated employment (i.e. childcare), are required to hold a valid Blue Card before commencing work. For all other positions that require a Blue Card the applicant may commence in the position pending the receipt of a successful check.
- Information submitted by an applicant for this position is subject to the Right to Information Act 2009 and the Information Privacy Act 2009.
- Applications will remain current for a period of 12 months.
- Your application should address your ability to meet the key accountabilities. SQ's "Additional Information for Applicants" will assist you in developing your application.
- Applications should include a current Resume/Curriculum Vitae.

ORGANISATIONAL STRUCTURE

