CITY OF TEA TREE GULLY
Naturally Better

Position description

IT Salesforce Business Analyst/Project Manager, IT Solutions

Position overview

Reporting to the Team Leader IT Business Initiatives, the IT Salesforce Business Analyst/Project Manager is responsible for leading the planning, analysis and delivery of assigned Salesforce projects within Council's Salesforce Program. This role acts as the key link between business units, technology teams and external partners to ensure Salesforce and related digital initiatives align with organisational priorities, deliver business value, and enhance customer and employee experiences.

Reporting relationships	Other key relationships
Reports to: Team Leader IT Business Initiatives	**Internal** Other relevant staff Salesforce Steering Committee Manager Customer & Communications UX Team **External** Residents and ratepayers Vendors Public Authorities and service providers Other councils

Key outcomes

Responsibilities:

- Develop and manage whole of Salesforce Program plan through understanding individual projects, priorities and requirements
- Partner with IT specialists and business units to lead analysis of current processes, identify optimisation opportunities, and define future-state goals.
- Translate strategic objectives, user needs, and process improvements into actionable technology and project requirements.
- Develop detailed functional and non-functional specifications to communicate complex business needs to internal IT teams and external vendors.
- Maintain a comprehensive understanding of Council applications, system integrations, IT frameworks, and strategic priorities in relation to Salesforce.
- Identify opportunities for digital innovation and automation within the scope of the Salesforce Program to improve service delivery and operational efficiency.
- Lead and support IT Salesforce projects using the Council's PMO and governance frameworks, ensuring strong stakeholder engagement and alignment.
- Facilitate change management activities to support successful adoption of new systems, processes, and technologies.
- Prepare business cases and supporting documentation for inclusion in annual budgeting and strategic planning processes.
- Monitor project progress, manage risks and issues, and ensure delivery within scope, time, and budget constraints.
- Demonstrate our values and behaviours when interacting with others and in delivering the outcomes of this role, including the provision of a positive and efficient customer experience.
- Work collaboratively to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines, standards and legislation.
- Report all risks identified in the course of undertaking the duties relevant to this position.

Contributes to and supports:

- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.
- Individual performance planning (IPP) discussions and provision of constructive feedback.

Safety, wellbeing & injury management key outcomes

- Contribute to a positive WHS culture where safety is everyone's priority.
- Identifying and reporting health and safety hazards, accidents and incidents using the appropriate reporting systems.
- Taking reasonable care to protect own health and safety, and the health and safety of others.
- Using any equipment that is provided to protect own health and safety.
- Following reasonable instructions given on safety, wellbeing and injury management.
- Complying with work health, safety and injury management policies and procedures and actively participate in associated training and programs.

Role specific conditions

The following conditions apply:

- Occasional out of hours work may be required

Qualifications (or demonstrated equivalent experience)

- A bachelor qualification in an appropriate discipline or equivalent demonstrated experience
- Project management / business analysis qualifications or equivalent demonstrated experience
- Salesforce product knowledge (not essential)
- Salesforce certification (not essential)

Skills & capabilities

Ability to demonstrate:

- Strong communication skills that foster positive working relationships with stakeholders, including the ability to translate technical concepts for non-technical audiences.
- Extensive capability in project management and business analysis.
- Strong understanding of systems and business impacts
- Excellent skills in documenting and validating functional and non-functional requirements.
- Excellent analytical skills and the ability to think laterally, find innovative solutions to complex problems where outside there are no established practices, procedures or guidelines.
- Innovative thinking and a practical approach to problem solving and negotiation.
- Planning and prioritising skills and meeting competing deadlines.
- Using initiative and working with minimum supervision.
- Project and contractor management acumen.
- Personal integrity and ethics aligned to our Corporate Values.
- Competent IT skills that enable the use of corporate systems in the day to day work activities.

Experience & knowledge

Extensive experience in:

- Building and maintaining strong relationships with internal and external stakeholders to enhance collaboration, alignment, and the successful delivery of strategic initiatives.
- Understanding how data is used within business processes and its impact on achieving desired outcomes.
- Project execution using established governance frameworks

Comprehensive knowledge of:

- Data and information management principles, practices, and emerging trends in supporting systems.

- Tier 1 corporate applications and the business processes they support (e.g., finance, HR, customer service, records management).
- Project management methodologies, including project planning, testing, and change management.
- Information system design principles for new or upgraded systems and technologies.

Comprehensive understanding of:
- Council applications, system integrations, IT frameworks, and strategic priorities.