



ACT
Government

Chief Minister, Treasury and
Economic Development

POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Position Number: 67425,Several

Division: Digital, Data and Technology
Solutions

Classification: AS05

Location: Winyu House, Gungahlin

Business Unit: Major Programs

Last Reviewed: October 2024

Position Title: Kronos Information Officer

Requirements: This position requires a Working with Vulnerable People check.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

DIVISION OVERVIEW

The Digital, Data and Technology Solutions (DDTS) Group is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. The Group is led by the Chief Digital Officer and also provides technical, tactical and transactional support for whole of government ICT. The Group ensures alignment of government ICT and digital priorities and initiatives across the ACT Government. It has responsibility for:

- guiding the future direction of ACT Government business operations, including service delivery to the ACT community;
- strategic direction, policy and standards for whole of government ICT;
- improving whole of government ICT investment management;

- integration of ACT Government services to make it more convenient for citizens and businesses to connect and do business with the government;
- driving the use of data to inform evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in the ACTPS;
- delivering end user services for all ACT government directorates and agencies;
- managing and maintaining several whole of government business systems, and maintaining technology infrastructure;
- undertaking research and analysis to support strategic policy advice on current and emerging ICT and digital policy issues and initiatives; and
- shaping and sponsoring the development of digital capability at a whole of government level.

BUSINESS UNIT OVERVIEW

Major Programs Branch leads the delivery of specific whole of government large-scale development initiatives. These initiatives aim to modernise and strengthen how we use technology to improve the quality of life for all Canberrans and improve the ways of working within the ACT Government.

We bring together multidisciplinary teams of people with diverse perspectives, skills and experience to seize opportunities and respond to challenges with a one-government mindset. We work collaboratively and flexibly across the ACT Public Service including:

- within the Digital, Data and Technology Solutions Group
- with Chief Information Officers
- across directorates
- and with program specific stakeholder groups.

We connect people, process and technology in our complex environment to enable successful change transformation. We use best practice design and strategic open relationships to deliver these initiatives.

POSITION OVERVIEW

The Kronos Support Officer (ASO5) is responsible for providing support for Kronos Workforce Central and UKG Pro. The role supports end-users, troubleshoots issues, and works collaboratively with internal stakeholders to optimize processes.

The position does not provide direct supervision to any team members.

This position reports directly to the Lifecycle and Business Manager, Kronos and SAP Learning Management, HR Systems.

WHAT YOU WILL DO

Under the direction of senior Kronos Systems team members:

1. Provide day-to-day support for the for Kronos Workforce Central and UKG Pro, including troubleshooting and user support.
2. Work closely with business areas to ensure accurate time and attendance data, compliance with enterprise agreements, and streamlined payroll processing.
3. Assist in testing new functionalities and ensuring smooth upgrade change.
4. Provide training and support to system users, ensuring they are proficient in using Kronos for timekeeping, rostering, and scheduling.
5. Identify opportunities for process improvements in workforce management.
6. Prepare and deliver reports, to inform decision-making.
7. Ensure system data integrity through regular audits, monitoring, and validation processes.
8. Keep abreast of industry best practices and developments related to workforce management systems.

WHAT YOU REQUIRE

The following capabilities are required to perform the duties and responsibilities of the position.

Behavioural Capabilities

1. Procedural Expertise: Strong knowledge for Kronos Workforce Central and UKG Pro, including time and attendance, scheduling.
2. Problem Solving: Ability to troubleshoot user issues and find effective solutions to complex problems related to workforce management processes.
3. Communication Skills: Excellent verbal and written communication skills with the ability to explain concepts and provide training and guidance.
4. Collaboration: Proven ability to work effectively as part of a team and collaborate with a range of internal stakeholders.
5. Attention to Detail: Strong attention to detail and accuracy in data entry, and report generation.
6. Analytical Skills: Ability to analyse data and reports to identify trends, resolve discrepancies, and provide meaningful insights for decision-making.
7. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Further information on working at CMTEDD can be found at: <https://www.jobs.act.gov.au/work-with-us>.

Compliance Requirements / Qualifications

1. Demonstrated experience in the support and administration of Kronos Workforce Central and UKG Pro is essential.

2. Strong trouble shooting skills are essential.
3. Excellent interpersonal and customer service skills with a focus on providing support and training to users are essential.
4. Proficiency in report generation and data analysis is essential.
5. Experience working in a government or public sector environment is desirable.
6. Relevant qualifications in information technology, human resources, or a related field is desirable.
7. Knowledge of workforce management principles, payroll processes, and enterprise agreements.
8. This position does not require a pre-employment medical.
9. This position will require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Kronos Information Officer Team Member (position number 67425) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally

Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never