



Position Details

Administrative Services- CSOF4

THE FOLLOWING INFORMATION IS FOR APPLICANTS	
Advertised Job Title	SAP SRM Finance Support Officer
Job Reference	98610
Tenure	Term – 2 years Full-time
Salary Range	AU\$96,811 - AU\$109,527 per annum (pro-rata for part-time) plus up to 15.4% superannuation
Location(s)	Any Australia locations with CSIRO presence
Relocation Assistance	Will be provided to the successful candidate if required
Applications are open to	<ul style="list-style-type: none">Australian Citizens Only
Position reports to the	Finance Manager – Systems Team
Client Focus – Internal	80%
Client Focus – External	20%
Number of Direct Reports	0
Enquire about this job	Contact Duc Do via email Duc.Do@csiro.au or phone (02) 6281 8440
How to apply	Apply online at https://jobs.csiro.au/ Internal applicants please apply via Jobs Central If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220.

Acknowledgement of Country

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](#).

Child Safety

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](#).

Role Overview

The role of administrative staff in CSIRO is to provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that

assist the Organisation and the Business Unit to achieve their objectives and meet Government and regulatory responsibilities.

SAP SRM Finance System Support Officer will be supporting system solutions in relation to information technology governance, processes, and improvements. The role is to support the solution availability, access controls, configuration, interface, master data and dashboard report. This role will work with business areas such as: Strategic Procurement and Procure to Pay (P2P), Information Management & Technology (IM&T) about user access, data entry and reporting. Especially the critical binding reports such as: Senate Orders or Payment Times Report and Indigenous Supplier Nation report. The role is also providing input into planning and decision-making processes to assist management in delivering business objectives.

The role is required to have good knowledge and understanding of the procurement and payment business processes. It would be desirable to have experience of system functionality regarding SAP SRM, MM & FICO modules. Especially the following areas of SAP: shopping cart, goods receipt, purchase order, payment invoice, vendor, master data and transactional data interface from and to SAP, issue resolution, system improvements, user helpdesk support. The role will work with the business system owner areas and key stakeholders to facilitate meetings and workshops with excellent communication, project coordination and problem-solving skills.

Duties and Key Result Areas

- Support day-to-day operation by answering user helpdesk system enquiry.
 - Coordinate with other service desks to maintain the issue register and provide up to date reporting.
 - Assist the user access and system controls to comply with policy and procedure.
 - Monitor the exception reports and handle error logs.
 - Investigate and raise system issues with relevant parties.
 - Analyse new releases and inform business area.
 - Assist with the vendor maintenance and payment issues.
 - Carry out analysis for field and file mappings for data load or interface.
 - Document business processes and write up business requirements.
 - Perform analysis and advise of solution options together with recommendations.
 - Develop test plan and perform the user acceptance testing including trouble shooting and improvements.
 - Document system processes and manual instructions.
 - Train the trainer and provide systems training.
 - Assist with communication and change management.
 - Run meetings with business and external party including agenda and minute taking.
 - Monitor and fix problem with SAP interface master data and transactional data.
 - Work with IM&T to maintain and develop new reports as required in SAC.
 - Coordinate to review user access to meet cyber security requirement.
 - Provide relevant reports and requested data for audit purposes.
-
- Under general direction, provide a discrete support service
 - Participate in planning the activities of the group.

- Show initiative in interpreting policies and procedures and developing systems.
- Liaise with clients to anticipate their needs and develop and review policies, procedures, systems and make recommendations to guide management decisions.
- Ensure the relevance of the activity and achievement of team objectives through client liaison.
- Take personal responsibility for client satisfaction, correct problems promptly and constructively.
- Establish networks with other professionals in their field to ensure that the service provided continues to add value.
- May deliver training on procedural issues or systems developments to clients and team members.
- Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO's reputation.
- Work collaboratively as part of a multi-disciplinary, regionally dispersed team to carry out tasks in support of CSIRO's scientific objectives.
- Adhere to the spirit and practice of CSIRO's Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
- Other duties as directed.

Selection Criteria

Essential

Under CSIRO policy only those who meet all essential criteria can be appointed.

1. Relevant trade certificate/diploma/bachelor's degree or equivalent relevant work experience in finance or information technology as business and system analyst in the public sector.
2. Exposure to SAP SRM, MM & FICO modules system as a user
3. Excellent user support including SAP master data, transactional data and interface.
4. Good customer service, personal dedication, great communication, project coordination and problem-solving skills.

Desirable

1. Ability to use Atlassian product such as: JIRA and Confluence.
2. Understanding of government Procurement and Payment policy and procedure.

Required Competencies

- **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
- **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others' reactions.

- **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
- **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
- **Independence:** Recognises and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
- **Adaptability:** Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

Include if relevant:

- The successful candidate will undertake a pre-employment background check and provide evidence of a National Police Clearance or equivalent. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.
- The successful candidate will be required to obtain and maintain a security clearance at the baseline level.
- The successful candidate might be required to undertake a pre-employment medical examination prior to commencement.

About CSIRO

We solve the greatest challenges through innovative science and technology. Visit [CSIRO Online](#) and [Finance business unit](#) for more information.

CSIRO is a values-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

- People First
- Further Together
- Making it Real
- Trusted