



Position details

Title	Business Systems Analyst
Division	Corporate Services
Branch	Information Technology
Classification	Australian Public Service Level 6 (APS 6)
Salary	\$94,563 - \$105,910 per annum, plus 15.4% superannuation
Employment type	Non-ongoing / Ongoing, full-time
Location	All locations
Position number	1632
Reports to	Manager Business Applications

Agency overview

The Chief Executive Officer and Principal Registrar of the Federal Court, together with officers and staff identified under the Federal Court of Australia Act 1976, the Federal Circuit and Family Court of Australia Act 2021 and the Native Title Act 1993, constitute a single Statutory Agency for the purposes of the Public Service Act 1999. Employees are engaged to work in support of one or more of the following courts or tribunal:

- Federal Court of Australia,
- Federal Circuit and Family Court of Australia, and
- National Native Title Tribunal.

Employees are covered by the [Federal Court of Australia Enterprise Agreement 2024-2027](#)

The Federal Court and the Federal Circuit and Family Court each maintain a distinct statutory identity, with separate functions and judicial independence.

This position is situated within the Federal Court.

The Federal Court

The Federal Court of Australia was created by the *Federal Court of Australia Act 1976* (Cth) as a superior court of record and a court of law and equity. It sits in all capital cities and elsewhere in Australia when necessary. The Court has jurisdiction in relation to almost all civil matters and a range of summary and indictable corporate criminal matters arising under Australian federal law. The Court deals with cases in relation to admiralty, bankruptcy, competition, consumer protection, corporations, defamation, human rights and anti-discrimination, industrial and employment, intellectual property, taxation and native title. It also judicially reviews a wide range of federal Government decisions in areas such as social security and immigration.

Position overview

The position contributes to the success of service delivery by the Courts and supports the staff that use Court systems and technology, in particular the case management system.

This role will see you undertake the following:

- Work closely with the team and Courts stakeholders to gather and design requirements for the development and enhancements to the Applications for both business as usual (BAU) changes and new Projects as they arise such as the Digital Court Program and Light House.
- Provide support relating to the Courts and NNTT eApplications. These include the DCF, ICaFAMS, ILUA, RDNCA, Casetrack, eLodgment, eCourtroom, Message Agent, CCP eFiling, the ECF will soon include CourtPath.
- Provide 2nd level support services as required, including documentation of problems and their resolution received from the Service Portal and by phone
- Liaise with the team on the resolution of problems, raise bugs in Azure VSTS and update Ivanti
- Monitor error logs for ICaFAMS, ECF Message Agent, DCF messages and eLodgment
- Complete testing using both test scripts and more generic user acceptance testing
- This position has a WFH component as per the current Federal Court policy, which is up to 2 days working from home, subject to application and approval.

Knowledge/Experience Requirements:

- Strong knowledge of current business applications and processes, preferably in both Family and General Federal Law. If your experience is more heavily weighted against just one jurisdiction, do not let that hinder your interest as you will receive training from a fun and supporting team.
- Good analytical and problem solving skills to define issues.
- Good interpersonal skills in dealings with Judges, their staff, staff of the court and external contractors and at times under pressured conditions
- Ability to multitask, set priorities and adhere to them
- Sound communication skills, both written and oral.
- A sense of optimism, fun and a healthy team player attitude.
- Experience using Family Law Case Management Systems in Chambers and/or Registry positions is desirable

Selection criteria

1. Knowledge of the Court's and Tribunal's business procedures and processes and associated business applications and eservices, or the ability to quickly acquire this knowledge
2. Demonstrated experience in the provision of business support services to users with diverse capabilities and skills sets within a complex business environment.
3. Proven high level analytical and problem solving skills to define issues, determine workarounds and best course of action to address the issue.
4. Engage effectively with internal and external clients and service providers to deliver high quality results while managing competing priorities and deadlines.
5. Demonstrated ability to work both autonomously and as a member of a geographically dispersed team with limited direction.
6. Well-developed interpersonal, written and oral communication skills, including experience communicating with and presenting information to both internal and external stakeholders, using a variety of communication and presentation tools.

Other considerations

Experience using Family Law Case Management Systems in Chambers and/or Registry positions is desirable.

Contact officer

For more information, contact Ryan Villamor, A/g Manager Business Applications – IT Business Applications and Data, by email: Ryan.Villamor@fedcourt.gov.au.

How to apply

To apply, please complete the application form on the Court's careers portal. If you have any issues with applying, please email recruitment@fedcourt.gov.au.

[insert application instructions here]

Eligibility

Employment with the Court is subject to the conditions prescribed in the Public Service Act 1999, and the following:

1. Australian citizenship – the successful applicant must hold Australian citizenship;
2. Security and character clearance – the successful applicant must satisfy a Police Records Check, and may also be required to complete security clearances during the course of their employment;
3. Successful applicants engaged into the APS will be subject to a probation period

Interested candidates who have received a redundancy benefit from an APS agency are welcome to apply, but note that they cannot be engaged until their redundancy benefit period has expired.