



Position Description

Systems and AI Analyst

Position No: TBA
Reports to: Assistant Director, Business Systems Solutions
Classification Code: AS04
Type of Appointment: Term-contract, Full-time

Position Description Approval

Director, People and Culture

Date: 20/05/2026

Position Description

Purpose

The Systems and AI Analyst is responsible for assisting the Assistant Director, Business Systems Solutions in maintaining current systems and implementing new digital systems at the Commission, including developing functional specifications, business rules and reporting requirements to support the achievement of strategic, operational and key performance objectives.

Additionally, this position is responsible for assisting staff in effectively using technology throughout the Commission including promoting the adoption and utilisation of artificial intelligence (AI).

Working relationships

The Systems and AI Analyst:

- ▶ reports to the Assistant Director, Business Systems Solutions
- ▶ contributes to a positive and collaborative work environment by supporting colleagues through knowledge sharing and peer coaching
- ▶ works closely with other staff members of the Commission, and
- ▶ works closely with and maintains professional working relationships with a range of external stakeholders, including consultants, service providers and suppliers, consumer bodies and representatives, industry participants and other stakeholders, as well as South Australian Government agencies.

Commission's background

The Essential Services Commission is a statutory authority established as an independent economic regulator and advisory body under the *Essential Services Commission Act 2002*. Our purpose, values, people and culture, directed by our objective, strategy and performance plan, drive us in meeting our objective.

Objective: Protect the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services.

Purpose: Add long-term value to the South Australian community by meeting its objective through its independent, ethical and expert regulatory decisions and advice.

Values: **Accountability:** taking responsibility for actions and outcomes and being transparent about decision-making processes.

Collaboration: working together effectively to achieve shared goals.

Agility: adapting to changing circumstances and responding to people and trends quickly and seizing opportunities.

Respect: valuing and considering perspectives and contributions.

Integrity: adhering to high ethical standards, acting impartially and with honesty.

Special Conditions

- ▶ Employment is dependent upon a satisfactory National Police Clearance.
- ▶ Some out of hours work may be required to meet critical deadlines.
- ▶ Some intrastate and/or interstate travel may be required.

Key Accountabilities

System support

- ▶ Assisting the Assistant Director, Business Systems Solutions to deliver the provision of general business systems support by:
 - providing a first-stop technology advisory and support service to staff members across the Commission
 - assisting with automation of information technology (IT) and business systems processes
 - developing user requirements and specifications for business systems
 - performing user-acceptance testing
 - supporting the secure use of systems and data in accordance with information security, privacy, and governance requirements
 - supporting the monitoring of system issues and assisting with incident resolution in line with agreed service levels
 - undertaking root cause analysis of recurring system issues and assisting in the implementation of preventative fixes
 - assisting with business systems projects as needed, and
 - liaising with the Department of Treasury and Finance and external suppliers on matters related to the Commission's business systems infrastructure including service delivery as specified in the Service Level Agreement and software version upgrades.
- ▶ Promoting the responsible and ethical use of AI and assisting staff members in effectively using Copilot and other AI tools.
- ▶ Contributing to the development of policies and procedures related to business systems and AI.

General

- ▶ Adhere to standards of behaviour consistent with the Commission's values and demonstrating these behaviours.
- ▶ Contribute to an environment which facilitates collaborative and productive teamwork and learning and professional development.
- ▶ Contribute to the ongoing development of the Commission's corporate objectives and actively participating in the development, implementation and monitoring of the Strategic Plan and Performance Plan.
- ▶ Contribute to the WH&S of the Commission and a strong culture of safety by demonstrating safe working practices and adhering to WH&S legislation, regulation, policies and practices.
- ▶ Contribute to the effective operation of the Commission's Corporate Governance Framework by complying with all corporate policies and procedures which includes keeping accurate and complete corporate records.
- ▶ Adhere to the Commission's zero tolerance approach toward domestic violence and disrespectful behaviours of any kind in the workplace, and the broader community. This includes the expectation that employees conduct themselves in a manner that is non-threatening, courteous and respectful and comply with any instructions, policies, procedures or guidelines regarding acceptable workplace behaviour.
- ▶ Undertake other tasks as directed.

Acknowledged by Occupant

Signature

Date

Essential Minimum Requirements

(those characteristics considered absolutely necessary)

Personal Abilities/Aptitudes/Skills

- ▶ Demonstrated ability to communicate effectively, both verbally and in writing, with senior management, staff at all levels and consultants in a clear, concise and effective manner.
- ▶ Demonstrated ability to work collaboratively in a team environment, contribute to a culture of teamwork, and to develop positive and effective working relationships with staff at all levels.
- ▶ Demonstrated ability to work with limited supervision, set priorities, manage competing demands and meet strict deadlines.
- ▶ High attention to detail, and the demonstrated ability to apply lateral thinking.
- ▶ Strong problem-solving skills with the ability to troubleshoot technical issues and formulate appropriate solutions.
- ▶ An inquisitive nature and willingness to learn new concepts and adapt acquired knowledge.

Experience

- ▶ Demonstrated experience in business analysis and process improvement.
- ▶ Demonstrated experience in developing and documenting user requirements and specifications.
- ▶ Demonstrated experience in user acceptance testing and validating system functionality.
- ▶ Demonstrated experience in supporting staff from non-technical backgrounds in using IT systems and applications effectively.
- ▶ Demonstrated experience in using AI and assisting users to adopt AI to work more efficiently and effectively.
- ▶ Demonstrated understanding of system implementation and enhancement processes and associated governance processes.
- ▶ Extensive experience in the Microsoft suite of tools.

Knowledge

- ▶ Knowledge of contemporary information technologies including AI.
- ▶ Knowledge of information security, privacy and data governance principles.
- ▶ An understanding of equal opportunity and WH&S principles and practices.

Desirable Characteristics

(to distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications

- ▶ A tertiary qualification in IT, computer science or similar, or equivalent experience.

Experience

- ▶ Experience working with the AI agent 'Copilot'.

Knowledge

- ▶ Fundamental knowledge of project management.
- ▶ Knowledge of a regulatory environment and/or legislation relevant to the Essential Services Commission.