

POSITION DESCRIPTION

Senior Payroll Systems Specialist

ReadyTech (ASX:RDY) exists to help communities thrive, and ReadyTechers flourish on making that change happen.

They enjoy taking on challenges that matter to our customers, communities, and the world – and working to solve them with incredible technology that helps navigate complexity, while also delivering meaningful outcomes.

ReadyTechers are enterprising, and hungry to make a difference. But, more than ever, ReadyTechers are *ready for anything*.

A large, solid green graphic that starts as a thin line on the left side of the page and extends diagonally upwards to the right, filling the bottom half of the page.



POSITION DESCRIPTION

Title	Senior Payroll Systems Specialist	Location	Australia
Report to	Head of Service Operations	Direct report(s)	None

The purpose of this role

The Payroll Systems Specialist plays a critical role in supporting our team of Payroll Consultants by providing expert guidance on system functionality, configuration, new Business Implementation and process optimisation.

This role acts as the bridge between our Managed Payroll operations, customers and system provider — investigating complex payroll system issues, coordinating system changes, and ensuring smooth, accurate delivery of payroll services for our clients.

You'll contribute directly to the success of new business implementations and internal product migrations, working closely with stakeholders to Seamlessly onboard new customers, configure, test, train, and validate payroll environments.

Using your deep understanding of payroll systems and legislative requirements, you'll troubleshoot issues, apply configuration updates, and identify opportunities for automation and process improvement.

With a focus on accuracy, collaboration, and continuous improvement, you'll help empower our consultants to deliver an exceptional customer experience every pay cycle.

The key accountabilities of the role

- Investigate and resolve complex payroll system issues raised by Payroll Consultants.
- Configure, test, and validate system updates, pay element changes, and workflow adjustments.
- Support new business implementations, ensuring accurate setup, data validation, and smooth handover to Managed Payroll operations.
- Coordinate and execute internal product migrations, including data mapping, environment testing, and post-migration verification.
- Review system release notes and make changes to customer databases, communicate system enhancements, defects, and release changes.
- Maintain up-to-date documentation on system investigations, configurations, and testing outcomes.
- Create and update internal knowledge base articles and troubleshooting guides for the Payroll Consulting team.
- Participate in daily stand-ups and planning sessions to prioritise system work and implementation deliverables.
- Contribute to continuous improvement initiatives that enhance data accuracy, system performance, and process efficiency.
- Build strong relationships with internal stakeholders to ensure timely communication, collaboration, and resolution of system-related matters.
- Effectively assess the needs of the customer and provide guidance on best known payroll and payroll system processes and methods to ensure consistency and compliance.
- Implement solutions that are suitable and sustainable for the platform and Managed Services teams to administer minimizing future risks



- Provide articulate project support documents which outlines and sets clear expectations on services, costs and timings as required
- Maintain integrity of client / employee payroll data

The key responsibilities of the role

- Support system configuration and investigation – Analyse, troubleshoot, and resolve payroll system issues raised by Payroll Consultants and customers, ensuring accuracy and compliance.
- Lead system setup and testing – Configure pay elements, workflows, and legislative settings for new implementations, customer changes and product migrations; complete test runs, reconciliations, and validation reports.
- Deliver new business implementations – Partner with customers to understand and document payroll requirements, scope deliverables, and configure Ready Pay platforms in line with agreed timelines.
- Coordinate internal product migrations – Manage data mapping, testing, and post-migration verification to ensure seamless transition between environments.
- Facilitate meetings and communication – Run professional and productive client and internal meetings, documenting minutes, actions, risks, and decisions clearly.
- Ensure compliance and accuracy – Apply best-practice payroll configuration and Award interpretation, validate calculations, and highlight non-compliant practices where identified.
- Maintain documentation and reporting – Produce verification reports, milestone sign-offs, and maintain up-to-date project tracking in Salesforce and Monday.com.
- Support training and handover – Provide training, documentation, and system demonstrations to clients both to ensure smooth go-live and transition to Managed Payroll operations or as required by the client.
- Drive continuous improvement – Identify and implement process, system, and documentation enhancements to improve efficiency, client experience, and service consistency.

The ideal candidate will have these:

1. Skills	Outstanding written and verbal communication skills including stakeholder engagement and stakeholder management A professional consultative approach Able to build strong relationships quickly and easily Attention to Detail The ability to work at a fast pace, mostly independently but also as part of a team and make sound decisions A structured and organised approach to work Energetic, enthusiastic, and driven Multi-tasking with strong time and scheduling management Proficient in MS office with intermediate to Advanced excel skills Excellent organizational, planning and prioritisation skills Positive and motivating interpersonal skills Superior Analytical and problem solving skills Proactive, self-starter and results-driven with can-do attitude Be adaptable and embrace change Diplomacy and take pride in your work Reconciliations and management of large Data sets Inquisitive and fast learner
2. Knowledge	Deep Compliance Knowledge (Legislation) Deep Technical Payroll Knowledge Understanding EBA's Awards & Interpretation Configuration of payroll systems



3. Experience

4+ years payroll processing experience
Configuration or Implementation of payroll systems (Payroll Metrics)
Project management skills
Proven experience of customer service and problem resolution in a fast paced environment
Experience in providing training to others
Experience in the interpretation of payroll data, outputs awards, and agreements.
Planning, documenting, and executing an implementation project