

POSITION DESCRIPTION

CATHOLIC EDUCATION DIOCESE OF BATHURST

DATE: March 2023
ROLE: Applications and Data Engineer (Projects)
RESPONSIBLE TO: Team Leader/Manager ICT Services
ACCOUNTABLE TO: Executive Director of Schools
TEAM MEMBERSHIP: School Improvement: ICT Services

PURPOSE OF THE ROLE

The Applications and Data Engineer (Projects) role has a particular focus around review, planning and enacting systems improvement within the context of Applications and Data services. This includes not only the systems themselves, but also integrations between systems in order to streamline and automate workflows and data transfer.

As part of the ICT Services team, the role additionally provides effective support, administration and management of school and office based ICT systems, policies and procedures, while working closely within CEDB teams, in the context of providing high quality Catholic Education for all.

KEY AREAS OF ACCOUNTABILITY

1. Actively promoting the Vision and Mission of Catholic education in the Diocese by:

- Modelling the values inherent in Christ's teaching, with particular emphasis on the dignity of the individual.
- Supporting the Executive Director of Schools in the leadership of Catholic education as an instrument of evangelisation.
- Facilitating collaboration between the Executive Director and the Executive Team in the leadership and management of the System of Schools.

2. Provision of Applications and Data improvements

- Review, plan and implement system improvements.
- Refine and build integrations and data flows across systems.
- Help to drive forward automation and UX improvements.
- Management of existing systems earmarked for improvement.
- Documentation of systems.
- Assist the Applications and Data Coordinator with other support matters as required.

3. Provision of ICT Services and Support

- Provide ICT support to staff and students for the provision of their learning and teaching.
- Actively enhance and enable the vision of ICT Services as a 'service' provider for our schools.
- Promote a self-service culture, enabling staff and students to be productive, self-sufficient and efficient users, where ICT Services provide services to empower users in their daily tasks. ICT Services focus on the provision, administration and support of approved services.

- Monitor and manage tickets within the ITSM platform, escalating where required to the appropriate ICT Services team or external service provider. Ensure that all tickets are logged to enable effective reporting and continual service improvement. Self-service and logging of tickets is encouraged, however some circumstances may require logging of tickets on behalf of users.
- Provide effective and appropriate communication to users in relation to ticket resolution and timelines.
- Actively participate in ICT Services meetings, projects and initiatives.
- Promote strong teamwork and collaboration, not only within, but across teams, schools and the office.
- Promote the strategic direction of CEDB and ICT Services in regards to the delivery and support of ICT Services.
- With a focus on continual service improvement, collaboratively with the Manager ICT Services, gather feedback from users in order to innovate and improve.
- Provide training for supported applications, systems and equipment where applicable and appropriate.
- Assist with budgeting, related planning and procurement as needed.
- Develop positive and responsive relationships, improving service and support.

4. Other Duties

- Undertake any other duties, as would reasonably be expected within the role and classification in order to provide a high quality ICT service.
- Assist in other areas of the team in support of leave where possible.
- Undertake travel as required.

The Employer reserves the right to reasonably vary this position description from time to time at its sole discretion.

SELECTION CRITERIA

- Experience in a similar role in a medium-large environment.
- Degree qualification or equivalent combination of relevant experience and training.
- ITIL certification, with experience across Incident, Request and Change management.
- Well-developed written and interpersonal skills with the capacity to communicate effectively across a range of stakeholders.
- Strong problem solving skills.
- Extensive experience in systems review, planning and enacting changes.
- Extensive experience across systems integration, automation and data flows between systems.
- Experience with Identity and Access Management technologies such as Okta.
- Strong DBA skills.
- A willingness to support the mission and purpose of Catholic education within the Bathurst Diocese.