Business Services  
Chief Operating Officer Portfolio

Student Administration Systems Analyst

**POSITION NUMBER**  
0054154

**PROFESSIONAL CLASSIFICATION**  
UOM 7 - $102,338 - $110,780 per annum (pro rata for part-time)

**STANDARD/SALARY**  

**SUPERANNUATION**  
Employer contribution of 17%

**WORKING HOURS**  
Full Time (1 FTE)

**BASIS OF EMPLOYMENT**  
Fixed term available for 18 months

**HOW TO APPLY**  
Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**  
James Holloway  
Tel +61 3 8344 7730  
Email james.holloway@unimelb.edu.au  
*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Growing Esteem’, at http://about.unimelb.edu.au/strategy-and-leadership

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio is responsible for the University’s budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University’s business.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.
• Business Services
• Digital and Data
• Finance
• Legal and Risk
• Operational Performance Group
• Property
• Research, Innovation and Commercialisation
• Student and Scholarly Services

BUSINESS SERVICES

Business Services provides a full range of class leading information technology and facilities management services to all operating entities of the University, and fit for purpose and efficient Finance, HR and OHS services.

The Student Administration Systems team, within Business Services, delivers a range of services to support and manage student administration-focused University applications. Key services include:

• Application support analysis
• Configuration and system maintenance
• Project Consultation
• Business Systems Analysis
• Reporting and data analysis
• Testing and Quality Assurance

to stakeholders such as Student and Scholarly Services and academic divisions.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.
The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:
The Student Administration Systems Analyst, a member of the Student Administration Systems team, is responsible for the delivery of functional support services, at a very high standard, to users of student administration systems.

These services include but are not limited to:

- Triage and actioning of second and third level support and operational requests from lodgement through to resolution, and within determined service standards and protocols
- Monitoring and assessment of system processes and performance to identify emerging issues
- Proactive liaison with users, key stakeholders and vendors regarding issues, workarounds and outages
- Undertaking maintenance and configuration of student systems

The Student Administration Systems Analyst will be an excellent communicator with a collaborative, proactive approach and will work closely with the broader team within Student Administrative Systems Management to provide operational support on all student systems managed by the unit.

Knowledge of functional and technical configuration within student systems, and the University business cycle will be required, as well as experience working with methodologies and frameworks such as ITIL Service Management, AGILE Project Management and Problem Analysis and Assessment.

The Student Administration Systems Analyst will be a subject matter expert with a broad understanding across the student systems portfolios and related business processes and policies. Responding to urgent and operational issues, the Student Systems Support Analyst will use critical thinking and keen problem-solving capabilities to analyse causes and identify solutions.

Engaging with stakeholders, vendors, business and data analysts, developers, testers and other Business Services staff, the Student Administration Systems Analyst will be expected to develop productive and positive relationships. The role will also contribute to the ongoing support of business processes through
the University business cycle, and contribute to the resolution of change requests, and configuration of systems and reference data to support these processes where appropriate.

Reporting line: – Team Leader, Student Administration Systems Operations
No. of direct reports: 0
No. of indirect reports: 0
Direct budget accountability: #

Key Dimensions and Responsibilities:
Task level: Moderate
Organisational knowledge: Moderate
Judgement: Significant

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/. Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:
• Daily triage, monitoring and resolution of support requests and queues through multiple channels to assess appropriate prioritisation of responses and management of issues in accordance to standards and KPI’s
• Advise the Team Leader of breaches of SLAs and or OLAs as they occur
• Apply system configuration, support and analysis across the range of applications and technologies supported by the Student Administration Systems team.
• Escalate incidents, requests and problems in alignment with internal prioritisation processes to other team members or vendor support as required.
• Work closely with stakeholders, business and data analysts, developers, testers and other Business Services staff, to ensure regular knowledge transfer, development and maintenance of knowledge materials, and awareness of user needs and requirements.
• Via the use of appropriate monitoring and reporting tools, generate metrics to provide regular updates to team leaders and managers as required.
• Proactive communication with individual and groups of stakeholders on possible issues, updates, operational requirements and other timely and relevant information.
• Onboarding and mentoring of new team members as required.
• Overseeing compliance and quality assurance management, in line with requirements under the University’s risk management framework including OH&S
• Participate in and contribute to coverage of peak period activities as determined by Team Leader, Student Administration Systems Operations and client agreement to meet required operational obligations and agreed service levels

Selection Criteria:

Education/Qualifications

1. The appointee will have: Undergraduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience
2. Experience using ITIL methodologies to manage support and operational requests
3. Knowledge of the Agile mindset and highly desirable.

Knowledge and skills:

4. Demonstrate the Business Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
5. Strong interpersonal skills: with a demonstrable capability to adapt interactions appropriately and effectively with multiple stakeholders from varying contexts
6. Strong verbal and written communication skills: with a proven ability to adapt to multiple stakeholders from varying contexts
7. Self-driven, learning mindset emphasising a collaborative approach in a customer-focused, continuous improvement environment.
8. Well established technical competence in system configuration, incident analysis, request fulfilment and problem resolution, triage and escalation to other team members or vendor support as required.
9. Well established technical competence in system configuration and administration.
10. Demonstrable competency in prioritisation and problem solving in a high-pressure environment
11. Proven experience working in the SDLC including change management methodology.
12. Experience in meeting tight timelines under considerable pressure over extended time periods.

Other job-related information:

• Due to peak University events, the successful applicant may be required to work non-standard hours by negotiation.
• Annual leave must be taken at a time which accommodates the peak workflows of the business.