Position description

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Position title:	**Analyst Programmer, Customer Relationship Management**
Faculty and/or School/Section/VCO:	**Information and Technology Services (ITS)**
Campus:	**Mt Helen Campus. Travel between campuses will be required.**
Classification:	**Within the HEW Level 7 range**
Employment mode:	**Fixed-term**
Probationary period:	**This appointment is offered subject to the successful completion of a probationary period.**
Time fraction:	**Full-time**
Recruitment number:	**848975**
Further information from:	**Mr Tom Ash, Technical Manager (Service Operations), Corporate Solutions** **Telephone: (03) 5327 6774** **Email: t.ash@federation.edu.au**
Position description approved by:	**Mr Andrew Matheson, Manager, Corporate Services Solutions**

This position description is agreed to by:

_____   _____   _____
Employee name   Signature   Date

The University reserves the right to invite applications and to make no appointment.

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![Federation University Australia logo]

Position Summary

The Analyst Programmer, Customer Relationship Management ensures the ongoing support and development of the University's Administration Systems (UAS) through integrating and expanding applications through customisation so they perform all the functions for which they were designed with integrity, efficiency and reliability, and that they operate with optimal availability to users. The position has a focus on project delivery and support within the University's Customer Relationship Management (CRM) platform, however will also perform Analyst Programmer functions outside the CRM space.

The Analyst Programmer, Customer Relationship Management works within both a project and operational setting to develop solutions in the CRM environment. The position will develop integrations with Extract, Transformation and Load (ETL) or ELT's, scheduling and monitoring and will utilise Simple Object Access Protocol (SOAP), Representational State Transfer (REST) or other web services technologies.

Key Responsibilities

1. Support a range of IT projects and perform operational support to ensure that the UAS operates effectively by implementing and monitoring customisations and data exchanges between applications.

2. Support a range of IT projects by implementing and testing software patches and upgrades prior to release, according to the Change Management methodology ensuring minimal service interruption.

3. Support a range of IT projects and perform operational support. Undertake required customisations according to the scope and the schedule of work. Identify any potential deviations from the schedule and provide advice and recommend solutions to the Technical Manager.

4. Ensure the timely development and production of data reports through the available toolsets according to client requirements.

5. Provide estimations of time, resources required and progress updates of assigned tasks.

6. Adhere to technical standards on coding and documentation.

7. Reflect and embed the University's Principles, Objectives and Strategic Priorities when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: https://federation.edu.au/about-us/our-university/strategic-plan.

8. Undertake the responsibilities of the position adhering to:

   - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;

   - Equal Opportunity and anti-discrimination legislation and requirements;

   - the requirements for the inclusion of people with disabilities in work and study;

   - Occupational Health and Safety (OH&S) legislation and requirements; and

   - Public Records Office of Victoria (PROV) legislation.

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Level of Supervision and Responsibility

The Analyst Programmer, Customer Relationship Management will work under the broad direction of the Technical Manager, Service Operations. The Analyst Programmer, Customer Relationship Management will be the subject matter expert in the University's CRM System and will work as part of the broader Service Operations team. The position carries technical responsibility for the design, development, testing and implementation of authorised changes and enhancements. The Analyst Programmer Customer Relationship Management will have the ability to work independently and to deliver priorities within agreed timeframes.

Training and Qualifications

A degree in Information Technology or Computer Science with at least four years subsequent relevant experience in designing and coding in Microsoft .Net with a focus on ASP.NET and C#, SQL Server, SQL Server Integration Services (SSIS) and Web Services (SOAP); or, an equivalent combination of relevant experience and/or education/training.

Position/Organisational Relationships

The Analyst Programmer, Customer Relationship Management will report to the Technical Manager, Service Operations, Information Technology Services and works in close liaison with other project and operational ITS team members.

Key Selection Criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. A degree in Information Technology or Computer Science with at least four years subsequent relevant experience in programming; or extensive experience and specialist expertise in Microsoft Dynamics CRM design, development and support; or experience in design, development and support of solutions based on Microsoft .Net with a focus on ASP.NET MVC and C#, SQL Server and SQL Server Integration Services (SSIS); or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated experience providing operational support and troubleshooting of complex technical issues within the Microsoft Dynamics CRM platform, or other similar application technology, including demonstrated experience in customising solutions in the CRM environment or equivalent or similar application technology.

3. Demonstrated programming skills in object orientated programming concepts, and in developing standards-based inter-application communication or web technologies using SOAP, REST or other web services technologies. Experience developing ASP.NET MVC web applications is desirable.

4. Demonstrated design skills and a high level of expertise in complex systems analysis and design for development of solutions, consistent with business requirements.

5. Demonstrated ability to read, contribute to, and produce accurate and relevant documentation and code commenting in accordance with established technical standards.

6. Demonstrated project and time management skills, including the ability to manage competing priorities and timelines.

7. Demonstrated understanding of Information Technology Infrastructure Library (ITIL) processes and procedures.

8. Demonstrated communication, interpersonal and negotiation skills, including proven experience and ability to work effectively in a team.

9. Demonstrated alignment with the University's commitment to child safety.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.