Organisational context

There’s a certain feeling you get from working at Monash University. It’s the feeling that you’re a part of something special. Something significant. So if you’re looking for the next chapter in your career, it’s here.

You’ll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that’s filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at www.monash.edu

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: monash.edu/esolutions/

Our team provides excellent design, development, testing, support and management of customer facing applications in a hosted environment. We provide management of a number of applications that have been selected, configured, customised or developed to meet the various requirements of our customers across Monash University.

Position purpose

The Senior Application Administrator (SAA) is responsible for the ongoing support and maintenance of specified in-house managed applications. The SAA will ensuring applications are secure, maintained and available according to the support and availability class of the application.

Reporting line: The position reports to the appropriate Team Leader, who will provide broad supervision.

Supervisory responsibilities: Not applicable.

Financial delegation and/or budget responsibilities: Not applicable.
Key responsibilities

1. Lead the administration of a range of applications including management of QA and production application environments; and development of policy and procedures for installation, patching and upgrades
2. Develop, implement and review procedures for the provision of second level support according to delivery targets with timely escalation of complex issues
3. Manage changes, releases and problems according to standards
4. Monitor application performance and analyse performance trends ensuring measures to improve performance are appropriately authorised and implemented
5. Proactively monitor application security ensuring compliance with policy
6. Ensure configuration changes improve efficiency of applications, meet business requirements and are appropriately authorised and documented
7. Develop, review and enhance application documentation as required
8. Work cooperatively and productively within a professional practice group operating in a matrix structure to support the achievement of organisational goals
9. Provide technical mentoring and guidance to less experienced members of the applications management team
10. Keep abreast of and maintain up to date skills in line with industry best practice

Key selection criteria

Education/Qualifications

1. The appointee will have:
   • relevant post-graduate qualifications or progress towards post-graduate qualifications and extensive relevant experience, or
   • extensive experience and management expertise, or
   • an equivalent combination of relevant experience and/or education/training.

2. ITIL Foundation certificate

Knowledge and Skills

3. Extensive experience in the management of complex applications in a challenging environment
4. Demonstrated experience in the application of contemporary best practice in managing systems
5. A proven record of delivering exceptional levels of customer service and continuous improvements in a technical environment
6. Outstanding communication skills, including the ability to provide authoritative advice and effectively communicate technical information/concepts to non-technical clients
7. Track record in proactive management of incident, request, change, release, risk and problem management
8. Excellent analytical skills with an ability to interpret data and make decisions based on that data
9. Outstanding writing skills in order to produce clear and concise technical documentation
10. Outstanding troubleshooting and problem solving skills
Other job-related information

Travel to other campuses of the University may be required.
Overtime and out of hours work (including evenings, weekends and public holidays) may be required.
On-call (including rostered on-call arrangements) may be required.
Peak periods of work during which the taking of leave may be restricted may apply to this position.

Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

Organisational structure