



APPLICATION ADMINSTRATOR

DEPARTMENT/UNIT	eSolutions
FACULTY/DIVISION	CIO Portfolio
CLASSIFICATION	HEW Level 7
DESIGNATED CAMPUS OR LOCATION	Clayton campus

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](#).

POSITION PURPOSE

The Application Administrator is responsible for coordinating a range of activities in support of specified in-house managed applications. This includes planning, implementing and undertaking incident and problem investigation and resolution, monitoring and reporting on system performance, system software updates, non-standard security administration activities throughout the application lifecycle. The Application Administrator is responsible for ensuring applications are secure, maintained and available according to the support and availability class of the application.

Reporting Line: The position reports to the Operations Capability Lead

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to strategic planning and support the implementation of application support programs to enhance the operation of systems, services and processes
2. Co-ordinate, maintain and plan application support processes including: checking that requests for support are dealt with according to agreed procedures; using application management software and tools to investigate issues, collect performance statistics and create reports; identifying, investigating, registering and categorising incidents and problems; gathering information to enable incident/problem resolution and allocating incidents as appropriate; determining problem fixes/remedies; initiating and monitoring actions to resolve issues; maintaining records and assisting with the implementation of agreed remedies and preventative measures
3. Provide technical expertise to enable the configuration of software, system components and equipment for systems testing, collaborating with technical teams to develop and agree system integration plans and report on progress; define complex/new integration builds, ensuring that integration test environments are correctly configured and designing, performing and reporting on testing; identifies and document system integration components in the configuration management system and recommend and implement improvements to processes and tools
4. Support and coordinate operational processes to maintain secure configuration, consistent classification and management of configuration items (CIs) and to support verification and audit of configuration records; develop, configure and maintain tools (including automation) to identify, track, log and maintain accurate and current information, reporting on the status of configuration management, identifying problems and issues and recommending corrective actions
5. Maintain security administration processes including investigating security breaches, checking that all requests for support are dealt with according to agreed procedures, providing guidance in relation to access rights and privileges and performing non-standard administration tasks and resolving security issues
6. Coordinate the review of system software updates including identifying those requiring action, tailoring system software to maximise hardware functionality, installing and testing new versions of system software, investigates and coordinates the resolution of service problems and preparing and maintaining software operational documentation
7. Build and sustain partnerships with other relevant business units and stakeholders including service owners and system users
8. Keep abreast of and maintain up to date skills in line with industry best practice
9. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A degree in information technology or computer science with relevant experience coupled with ITIL Foundation certification; or
 - extensive experience and management expertise in technical or administrative fields; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Experience in the delivery of complex application management processes in relevant technologies coupled with the application of contemporary best practice in systems management and security administration - both tactical and strategic

3. Extensive understanding of release and deployment methodologies, system integration and build concepts, along with incident, request, change, risk and problem management
4. Demonstrated commitment to leading and delivering excellence in customer service in a technical environment
5. Highly developed planning and organisational skills, with experience establishing priorities, implementing improvements and meeting deadlines
6. Demonstrated relationship management and consulting skills, including the ability to interact and negotiate with a variety of customers and stakeholders
7. High-level analytical and problem solving skills, with the ability to interpret data and make decisions based on data evidence
8. Well-developed interpersonal and communication skills with the ability to provide advice and effectively prepare and present complex information

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.