SENIOR APPLICATION ADMINISTRATOR

DEPARTMENT/UNIT	eSolutions
FACULTY/DIVISION	eSolutions and Student Services
CLASSIFICATION	HEW Level 8
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 Senior Application Administrator is responsible for the support and maintenance of a range of specified inhouse managed applications. This includes managing and coordinating incident and problem investigation response and resolution, monitoring and reporting on system performance, reviewing new system software and updates, troubleshoot software issues, write and debug code, and managing security administration throughout the application lifecycle.

The Senior Application Administrator is responsible for ensuring applications are secure, maintained and available according to the support and availability class of the application and provides expert advice to improve business performance and strengthen capability within the CIO Portfolio and across the University

Reporting Line: The position reports to the Digital Product Operations Lead

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Contribute to the achievement of strategic business unit and university goals through the implementation of application support programs to improve business performance

2. Manage and co-ordinate complex application support processes including: advising on application security, upgrades, backups, and disaster recovery needs; prioritising, investigating and diagnosing incidents and problems; ensuring that requests for support are dealt with according to standards; determining fixes, seeking resolution and escalating unresolved issues, facilitating recovery following resolution; ensuring incidents are properly documented and closed; analysing patterns and trends; assisting with the implementation of agreed remedies and preventative measures and contributing to the development of strategies, policies, standards, procedures and tools

3. Take technical responsibility across all stages and iterations of software development including: planning and driving software construction activities; adopting and adapting software development methods, tools and techniques selecting from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches and measuring and monitoring applications of project/team standards for software construction

4. Provide specialist, expert advice on the adoption of appropriate tools, techniques and processes to create a robust integration framework including: leading integration work in line with agreed system and service design; monitoring and reporting on the results of each integration and build; designing and building integration components and interfaces; contributing to the overall service design and the definition of criteria for product and component selection

5. Plan and agree the scope of configuration management processes and the configuration items (CIs), identifying, evaluating and managing the adoption of appropriate tools, techniques and processes (including automation) for configuration management to ensure information is complete, current and accurate and plans the capture and management of CIs and related information

6. Lead the assessment, analysis, planning and design of release packages including assessment of risk; liaising with business and IT partners on release scheduling and communication of progress; conducting post release reviews, ensuring release processes are applied and that releases can be rolled back as needed; identifying, evaluating and managing the adoption of release and deployment tools, techniques and processes (including automation)

7. Manage and monitor application and compliance of security administration procedures including; investigating for actual of potential security breaches, ensuring that all identified breaches in security are promptly investigated; implementing system changes required to maintain security and ensuring security records are accurate and that request for support are dealt with according to set standards and procedures

8. Manage the evaluation of new system software and updates including: identifying software updates requiring action; ensuring software is tailored to facilitate service objectives; planning installation and testing activities; investigating and coordinating resolution of service problems; advising on correct and effective use of system software and ensuring that operational documentation is current and fit for purpose

9. Collaborate with developers and engineers to design, build, and maintain applications. Including troubleshooting software issues, write and debug code.

10. Develop and maintain strong partnerships with other relevant business units, internal and external stakeholders including service owners and system users

11. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:

    - Postgraduate qualifications or progress towards postgraduate qualifications coupled with ITIL Practitioner certification and extensive relevant experience; or
    - extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Substantial experience in the management of complex applications in a challenging environment, coupled with demonstrated experience in the application of contemporary best practice in managing systems

3. Extensive knowledge and understanding of release and deployment methodologies, system integration and build concepts, and best practice in security administration - both tactical and strategic

4. A proven record of delivering exceptional levels of customer service and continuous improvements in a technical environment

5. Highly developed planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines

6. Highly-developed relationship management and consulting skills, including the ability to mentor, influence and negotiate with a variety of customers and stakeholders

7. Excellent interpersonal and communication skills with the ability to provide authoritative advice and effectively translate and present complex technical information

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9. A track record in the proactive management of incident, request, change, release, risk and problem management

10. Familiar with software product development using one or more of the following languages - Linux OS, C++, Java

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
- This position will require a successful National Police Record

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.