POSITION DESCRIPTION

Position Title: Information and Processes Coordinator
Organisation Unit: University of Queensland Biological Resources
Position Number: 3018382
Type of Employment: Fixed term
Classification: Hew Level 6

THE UNIVERSITY OF QUEENSLAND

The Federal Government’s 2012 Excellence in Research for Australia (ERA) exercise confirmed The University of Queensland as one of the nation’s top three universities, measured by the quality of its comprehensive range of specialised research fields. ERA reported that research at UQ is well above world standard in more specialised fields than at any other Australian university; this reflects UQ’s leading global role in many areas of discovery. UQ’s outstanding critical mass offers researchers significant interdisciplinary capability.

UQ integrates its research strengths with excellent teaching and learning and has won more national teaching awards than any other Australian university. International university rankings highlight UQ’s excellence: Academic Ranking of World Universities (Shanghai Jiao Tong), Times Higher Education, QS and National Taiwan University Ranking all rank UQ in the top 100. UQ is one of Australia’s Group of Eight, and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

UQ’s 45,500-strong student community includes more than 10,000 postgraduate scholars and more than 11,000 international students from 162 countries. The University has more than 7,000 academic and professional staff and a $1.6 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six faculties and eight institutes. The institutes — funded by government and industry grants, philanthropy and commercialisation activities — have built scale and focus in research areas that UQ regards as strategically important.

The University of Queensland positively influences society by engaging in the pursuit of excellence through the creation, preservation, transfer and application of knowledge. The University’s successes are underpinned by our values. For more information on UQ’s mission, vision and values please go to http://www.uq.edu.au/about/mission-statement.

Organisational Environment

The University of Queensland Biological Resources (UQBR) Unit manages the laboratory animal production and research facilities for the University of Queensland.

The role of UQBR is to provide UQ with world class Animal Research services within a best practice ethical framework.
Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

This role has two primary and interconnected purposes:

- To manage the Information Technology needs of the UQBR Animal Facilities, including administration and management of the Animal Management database and;
- To monitor and review all aspects of Animal Facility operations to ensure the highest standards are achieved.

This position involves a high level of responsibility in a significant administration and technical role, requiring a range of information management and quality assurance skills and experience.

**Duties**

Duties and responsibilities include, but are not limited to:

**Technical**

- Provide support and training for current software applications
- Research information and software requests
- Manage UQBR software and hardware purchases in conjunction with ITS and other IT groups
- Troubleshoot IT issues raised by UQBR staff
- Liaise with ITS to ensure data integrity and security of UQBR data stored on ITS servers
- Liaise with multiple UQ IT departments that provide support services to UQBR Animal Facilities
- Manage the Animal Management database – Genotrack:
  - train database users (staff, researchers and students)
  - provide support to database users
  - update reference data within the database
  - monitor and maintain data integrity by conducting regular data reviews and implementing and enforcing standards
  - ensure backup and security of database
  - liaise with database developer
  - develop reports from the database
  - develop and implement quality control measures and workflows for database users
Administration

- Audit and review operational processes within UQBR Animal Facilities
- Liaise with Facility Managers regarding review of operational processes
- Develop and implement recommendations following review of operational processes
- Provide reports as required on operational activities
- Staff/researcher/student supervision
- Use of relevant UQ financial and ordering systems
- Monitoring and ensuring regulatory compliance with governing bodies relevant to UQBR's operational environment.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Medical Clearance: Working within a laboratory animal environment is an inherent requirement of the position. The appointment is therefore subject to, and conditional upon, satisfactory medical clearance(s), including disclosure of relevant medical history, to undertake such work without unreasonable risk to health and safety. In addition, the Employee is required to fully comply with necessary ongoing health monitoring procedures and control measures associated with the position.

Organisational Relationships

The position reports to the Director, UQ Biological Resources.
SELECTION CRITERIA

Qualifications

Essential
- Completion of a degree in the Laboratory Animal Research or Information Technology industry with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

Essential
- Thorough understanding of research using animals and the need for quality data collection and manipulation
- Extensive general computing and network knowledge and skills
- Detailed working knowledge of databases
- Highly proficient in using a range of software programs on a range of hardware platforms.
- Demonstrated ability to apply analytical and problem-solving skills to provide solutions for challenging problems
- Highly effective time management skills
- Thorough knowledge of regulations governing the environment in which UQBR operates

Experience

Essential
- Extensive experience in managing and maintaining databases
- Extensive experience in providing user support for a range of software programs
- Experience in trouble-shooting and providing solutions in an Information Technology environment.
- Experience in training users
- Experience in auditing and review of operational processes
- Experience in developing recommendations and writing reports
- Experience in supervising staff

Desirable
- Experience in animal research facilities

Personal Qualities

Essential
- Excellent interpersonal and communication skills
- Demonstrated ability to work effectively within a team environment
- Demonstrated ability to forward plan and multi task
- Strong customer service focus
- High degree of accuracy and attention to detail
- Strong ability to motivate others
- Ability to liaise effectively with a wide range of stakeholders

The University of Queensland is committed to equity, diversity and inclusion.