POSITION DESCRIPTION

Position Title: User Experience Analyst
Organisation Unit: Information Systems and Resource Services
The University of Queensland Library
Position Number: 3028840
Type of Employment: Continuing / Full time
Classification: Hew Level 7

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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 four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

The University of Queensland Library

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research.

The Library’s collection is one of the largest academic collections in Australia and by far the largest in Queensland. The collection encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 75,000 distinct journal titles in electronic and/or print format, over 500,000 electronic books and over 1,000 networked databases, as well as manuscripts, microform and pictorial collections.

The Business and User Experience Analysis team plays an important part in advancing and strengthening the Library’s services. The unit is responsible for conducting research to analyse and understand the user experience in order to develop better services. It assists the Library to identify business requirements and evaluate options that improve services and processes. It coordinates online content to provide an engaging presence that meets the needs of Library clients, and creates and maintains core Library web content.

Information about the University of Queensland Library including its Profile and Strategic Plan is available at www.library.uq.edu.au

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

DUTY STATEMENT

Primary Purpose of Position

Analyse the user experience of Library clients to identify and support opportunities for improvement, particularly in online services.

Duties

Duties and responsibilities include, but are not limited to:

- Conduct user research using a range of methodologies appropriate to the user group and context of use, including ethnography, interviews, surveys, focus groups, surveys, and usability testing.
- Work closely with Library colleagues including technical staff, designers, librarians and managers to identify and implement improvements to the user experience.
• Work closely with other university service providers to ensure the Library user experience integrates into the wider UQ student and staff experience.

• Analyse data to identify and understand patterns, trends and usage in the Library user experience.

• Undertake environmental scans and reviews of systems and services to support improving the user experience of the Library.

• Contribute to planning and delivering projects relating to Library systems, services and processes.

• Organise and/or conduct workshops, meetings, and other activities in support of the above.

• Monitor trends in user experience analysis and design.

• Represent the Library and University at relevant local, national and international levels.

• Ensure fair and equal treatment of staff, in accordance with the University’s policies and procedures.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• 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 of 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

• Other duties as required.

Organisational Relationships

The position reports to the Manager, Business and User Experience Analysis.

SELECTION CRITERIA

Essential

• A relevant degree with at least four (4) years subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.

• Excellent knowledge of user experience research methodologies and research ethics, and substantial experience conducting user research using a range of methodologies

• Sound knowledge of data analysis techniques, and significant experience analysing and drawing insight from data on users and usage from a wide range of systems
• Excellent communication and interpersonal skills, including a proven ability in consulting, negotiating and influencing stakeholders, and the ability to communicate persuasively

• Demonstrated experience in measuring, benchmarking and reporting on the user experience and client satisfaction

• Demonstrated experience identifying and pursuing opportunities to improve the user experience, and turning user research into actionable insights and plans for improvement

• Demonstrated ability to work with a range of colleagues with diverse needs and priorities including technical staff, customer service staff, managers and external stakeholders

• Experience working in project teams to improve the user experience

• Ability to balance multiple projects, priorities and deadlines to achieve objectives under broad guidance in a changing environment

Desirable

• Familiarity with libraries or educational environments, or with large, complex organisations.

Please note: The University of Queensland Library reserves the right to transfer staff to any of its services.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to Elle Guerrero by email central-hr-advisory@uq.edu.au or phone 07 3443 1369.