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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 $11 billion+ (see http://uniquest.com.au/our-track-record).
UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

**PRIMARY PURPOSE**

The Expense Management (EM) Systems Analyst is responsible for applying analytical, technical and project administration expertise to serve as the primary “super user” of the EM system environment used by UQ staff. This role will report to the EM Team Leader.

The Systems Analyst position sits within the EM Support Team which is based within the Accounts Payable Team within Finance & Business Services (FBS). Therefore, the occupant will be expected to apply a combination of technical knowledge and customer service skills to support the FBS Division and University in achieving its goals.

The EM Support team is responsible for the administration, management and support of UQ’s Expense Management system environments, interfaces and processes, which includes travel. The role contributes to the review and development of processes and procedures ensuring transactions are executed in a way that supports the achievement of high standards of service quality, timeliness and accuracy, and are in compliance with University policy frameworks and external legislative and regulatory controls.

**POSITION CONTEXT**

UQ Finance is responsible for the enabling achievement of the University’s strategic ambitions by securing UQ’s financial future through expert advice, systems and support. In delivering on this, the Finance function will value professionalism and accountability. Our approach is to treat everyone with respect and to work collaboratively to deliver excellent service.

The key specialist service areas of Finance are:

- Corporate Finance
- Financial Planning and Analysis
- Procurement
- Financial Operations including Accounts Payable, Accounts Receivable and Collections and Client Support Services
- Professional Services teams - Advisory and Transactional Services

Finance at UQ operates within a devolved environment with Finance staff located in Professional Services teams in Faculties, Research Institutes and Central Divisions supported by Finance specialist service teams. The position is part of the EM processing stream within the Financial Operations team for Finance.
### KEY ACCOUNTABILITIES

#### 1. Client Focused Strategy and Planning
- Maintains working knowledge of client business strategy and operating plans in a large and complex client portfolio, and understands the implications for EM transactions processing, and any requirements to realign service delivery for transactions to maintain quality, timeliness and accuracy.
- Contributes to the development of the overarching Finance client services plans, utilising expert knowledge of the EM System (Promaster) to identify opportunities to achieve EM transactions processing and data integrity improvements and enhanced service delivery to clients.
- Contributes to the development and alignment of business processes and standard operating procedures that relate to EM transactions processing and data capture, and adopts required changes to all allocated work.
- Supports the implementation of EM improvement projects and initiatives that have a dependency on EM transactions processes and implements key service delivery requirements to meet client needs.

#### 2. Finance Service Delivery Excellence
- Applies a comprehensive understanding of the EM system environments, related functional capability and processes.
- Resolves complex issues about the EM system environments from end users and/or escalates to appropriate vendor/third party stakeholders to ensure issues are addressed in an efficient manner.
- Conducts training and provide ongoing support to Finance Specialist Services teams within the Professional Services Team.
- Provides support to other EM team members as needed to ensure team service level agreements and key performance indicators are met.
- Provides support to the EM Team Leader to identify and deliver process or system improvements based on business benefits.
- Monitors the EM system environments to ensure that all systems, configuration and integration are configured and operating correctly and comply with all relevant UQ policies, procedures and standards.
- Maintains the maintenance of User Profiles, approval workflow rules, configurations and security settings within the EM systems environment.

#### 3. Key Stakeholder and Relationship Management
- Maintains effective working relationships with key stakeholders across a large and complex client portfolio ensuring the delivery of high quality EM transactional services to meet client needs.
- Engages with Finance specialist service teams and peers across the Finance Community of Practice, and other Professional Services teams, to maintain awareness of internal best practice systems and approaches that enhance the delivery of EM transaction processing services.
- Works with vendors & Internal ITS teams as needed to ensure the successful implementation of any approved changes to system workflows, audit rules system configuration and interfaces.
- Develops and disseminate EM reports to internal and external stakeholders.
- Defines and document system support procedures and best practices.
- Performs other projects or tasks as directed by the EM Team Leader.
4. **Team Collaboration and Performance**

- Maintains productive and collaborative working relationships with professionals across the Finance teams facilitating an effective interface between financial advisory and transaction services, and the delivery of seamless financial advice and services to the client portfolio.
- Seeks guidance and input from the EM Team Leader for ongoing training, guidance and troubleshooting advice to resolve complex transaction issues, facilitating capability improvement whilst ensuring the consistent application of the policy framework.
- Establishes meaningful individual performance goals and objectives with their supervisor and actively seeks feedback, coaching and guidance on ways to achieve key results and outcomes.
- Participates in improvement project and related opportunities across the EM team that match personal development and career plans.

5. **Effective Project and Risk Management**

- Manages the escalation of complex policy issues, or sensitive client needs, associated with requests for EM transaction processing that require the expertise of the EM Systems Analyst or other EM colleagues in order to resolve and execute transactions.
- Identifies and investigates any data integrity issues to ensure ongoing compliance with the University policy framework, resolving any issues efficiently, or where necessary, escalates complex matters to relevant managers for advice, guidance and resolution.
- Manages compliance of all EM transactions with governance protocols, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately in the client portfolio.
- Ensures that a safe working environment is in place for the team, and continuously monitors and evaluates risks and opportunities for improvement, in line with University policy and legislative / regulatory requirements.

**KEY RELATIONSHIPS**

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<tr>
<th>Main Contact</th>
<th>Description</th>
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| **Client Portfolio**                | • Maintain awareness of current and emerging Finance transaction processing needs and priorities  
• Delivery of day to day Finance transactions processing and data entry services |
| **Expense Management Support Officers** | • Coordinate the engagement of EM services and expertise to address client needs and issues |
| **Expense Management Team Leader**  | • Reporting – Line Manager  
• Source of leadership, coaching and guidance  
• Set and review of performance and development plan  
• Support with complex issues and troubleshooting |
| **Manager, Accounts Payable**       | • Input into strategic planning and policy development  
• Implementation of University wide projects and initiatives  
• Share and gather internal best practices aligned to client needs |
## SELECTION CRITERIA

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<td>1</td>
<td>Degree qualifications in a commercial or quantitative discipline (IT and business, commerce) with subsequent relevant experience, or extensive experience and specialist expertise in analysing business processes and providing best practice IT solutions and/or equivalent combination of relevant education/training and/or professional experience.</td>
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<tr>
<td>2</td>
<td>Ability to apply problem solving and analytical skills to investigate and ensure data integrity in transaction processing, and the resolution of any issues within the parameters of policy frameworks.</td>
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<td>3</td>
<td>Ability to establish and maintain productive working relationships with key stakeholders and clients ensuring service delivery meets key requirements.</td>
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<td>4</td>
<td>Experience working with enterprise technology and software solutions and systems, utilising multiple user modules for the submission of a diverse range of data and information sets.</td>
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<td>5</td>
<td>Ability to work effectively within a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards.</td>
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<tr>
<td>6</td>
<td>Experience working in professional advisory and/or service delivery functions in complex stakeholder and policy environments.</td>
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The University of Queensland values diversity and inclusion. Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.