POSITION DESCRIPTION

Job Title: Business Process Management (BPM) Developer

Organisation Unit: Information Technology Services

Position Number:

Type of Employment: Fixed-term for 12 months, full-time

Classification: HEW Level 6

BACKGROUND

Organisational Environment

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 $11billion+ (see http://uniquesult.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.

Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.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

The primary function of the position is to undertake development and support activities for Business Process Management (BPM) initiatives at UQ. The position will frequently be a major link between ITS and the client and good communication is essential in order to ensure customer satisfaction and provide suitable explanations of technical matters to clients.

Duties

Duties and responsibilities include, but are not limited to:

- Implementation, installation and maintenance of information systems and infrastructure to support business process management.
- Undertake development and support of significant BPM projects with regard to the professional qualifications and experience of the position.
- Provide support and maintenance of IT systems, including
  - Diagnosing and responding to problems and faults
  - Providing phone and email support to clients
  - Liaising with other staff and external service providers regarding more advanced problems and providing support to those staff when required
- Investigate, evaluate and report on new equipment, systems, processes and standards.
- Ensure client satisfaction through efficient work practices and the fostering of positive
client relationships.

- Undertake administrative tasks including (but not limited to) preparation of business cases, preparation of plans (in support of technical tasks), submission of change requests, management of work requests and completion of timesheets.
- Consult on the technical aspects of information technology to clients.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.

**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](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations) 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](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations) developed by the University
- Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

**Reporting Relationships**

The position reports to the Manager Application Development and Support, and may be required to direct other professional or technical staff on work relating to specific tasks or projects.

**SELECTION CRITERIA**

**Essential**

- Qualifications and training equivalent to an undergraduate degree in IT or related field and subsequent relevant experience; OR an equivalent combination of experience, education and training.
- Skills and experience in analysis, design, development and maintenance of multi-user systems or applications.
- Knowledge and experience in object oriented programming practices and data modelling techniques.
- Effective interpersonal, oral and written communication skills, including the ability to work collaboratively with clients and colleagues to achieve positive outcomes.
- Demonstrated effective problem solving skills with the ability to perform research or liaise with others to develop solutions for more difficult problems.
- Organised and methodical approach to tasks.
- Must be self-motivated and able to work to objectives with limited guidance— either alone or as a member of a small team.
Desirable

- Experience with DevOps practices and associated tools, such as: containerisation, automated testing, continuous integration, continuous delivery, logging and monitoring.
- Knowledge of Agile software development methodologies, including Scrum.
- Experience with development and operations in platform environments such as API Gateways, ESBs or BPM platforms
- The technologies and tools used within the team are listed below. Please indicate what experience you have with any of those listed:
  - Integration development technologies such as SOAP and RESTful web services, JavaScript frameworks, such as AngularJS or Symfony 2, XML (XQuery, XSLT, XSD etc) and JSON
  - Programming in Java, PHP and/or PL/SQL, HTML5 and (X)HTML, JavaScript and CSS
  - Database development (including Oracle, SQL Server or MySQL)
  - Web servers and web proxy servers such as Nginx and Apache
  - Linux
  - Business process modelling techniques and notations, specifically BPMN2
  - Amazon Web Services (AWS) IaaS and PaaS solutions, specifically S3, Cloudfront, Elastic Beanstalk, RDS and EC2.

The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au