POSITION DESCRIPTION

Position Title: Systems Administrator (TRIM)
Organizational Unit: Information Technology Services
Classification: Hew Level 7 (Fixed-term 11 months)

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 (65). 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](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.

**Organizational Environment**

Information Technology Services (ITS) provides a wide range of IT services to over 46,000 students, 7,000 academic and general staff, and 7,000 users in the wider community. ITS supports the administrative, teaching, learning and research needs of its customers.

ITS is the division of The University of Queensland which manages core networks and IT infrastructure for the whole university. Internet access to the National Research and Education Network (NREN), which connects most universities and CSIRO in Queensland is managed by ITS on behalf of the Queensland Regional Network Organisation (QRNO). Many of UQ's largest servers are also operated by ITS.

Within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. Its clients include universities in Australia and New Zealand, many banks, ISPs and government departments at federal, state and local levels.

In addition to providing direct services to over 60,000 users, ITS has a large number of service level agreements covering desktop system support, server administration, network support and audio-visual services delivery.

ITS administers UQ's extensive telephone network, which includes over 11,500 fixed lines and cordless, wireless and fax connections. A central switchboard also operates at the St Lucia campus.

ITS offers videoconferencing, maintains audio-visual services for all centrally controlled lecture theatres and offers a range of audio-visual equipment hire services.

Information about ITS may be accessed on the web site at [https://its.uq.edu.au/front](https://its.uq.edu.au/front)

**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**

Records Management Services is responsible for the University’s corporate records management systems. The systems ensure that complete, accurate and reliable records are captured and maintained for as long as they are needed to support the University's business activities, accountability requirements, and to meet UQ & community expectations. The position is expected to work as part of a team to provide high quality, customer focused client service.
The primary duties include –

- provide technical support for EDRMS – HP Content Manager 9.1;
- provide technical support for other systems and APIs related to this software.

**Duties**

Duties and responsibilities include, but are not limited to:

- Provide comprehensive application administration including access, system security, configuration and maintenance in production, test and staging environments.

- Evaluate, document, coordinate and implement new system functionality to take advantage of new features as they become available. Introduce TRIM record actions and workflows to improve processes and work closely with Database Administrators to apply patches/fixes if required.

- Administer, configure and maintain related software systems including:
  - EzeScan (scanning and automatic registration)
  - AutoMate (Synchronizes TRIM files with network folders)
  - Student and Research e-Files (Read-only portals)

- Assist with planning and implementation of recordkeeping projects.

- Liaise with HP/MicroFocus service provider regarding system/end user issues and participate in HP forums to maintain industry awareness.

- Provide Level 3 Helpdesk - software support
  - Re-start services (such as indexing)

- Monitor system logs and work with the TRIM Enterprise Studio

- Work with Central Integration Platform team to integrate TRIM with other business systems using APIs

- Work on automatic Locations integration based on staff positions and information from the HR system.

- Coordinate project to migrate records from Canon Therefore software into TRIM.

**Organisational Relationships**

The position reports to the Manager, Records Management Services, and is not required to supervise any other staff.
SELECTION CRITERIA

**Essential**

- Relevant university qualifications in Information Technology, Information and Records Management or equivalent mix of significant relevant experience and education or training.
- Demonstrated knowledge and ability in contemporary records and information management practices including effectiveness in achieving results in an electronic information management environment.
- Sound knowledge of, or the ability to rapidly acquire a sound knowledge of, relevant legislation, policies, standards and procedures, and experience in the application of retention and disposal schedules and classification schemes in an EDRMS;
- Demonstrated high level of computer literacy, including demonstrated ability/aptitude and knowledge of the functions available in TRIM – Content Manager 9.1;
- Previous experience in providing systems administration and high level software support;
- Demonstrated ability to undertake projects in a self-directed manner and to complete tasks with minimal supervision, managing competing priorities;
- Excellent written and oral communication and presentation skills, with a demonstrated ability to produce accurate and well-structured documentation.

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.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.