POSITION DESCRIPTION

Position Title: CRM Administrator
Organisation Unit: ITS – Application Development and Support
Position Number:
Type of Employment: Full Time Continuing
Classification: Hew Level 6

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. 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 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.
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 comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. 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, on behalf of the Queensland Regional Network Organisation (QRNO), works with Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and 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 provide development and support for Application Development and Support at the University, in particular to the Customer Experience Program. The position will be a major link between ITS and clients and must therefore provide good communication to ensure customer satisfaction.

Duties

Duties and responsibilities include, but are not limited to:

- Development and maintenance of enterprise systems that enable improved customer experience, including Customer Relationship Management (Oracle Service Cloud) and Marketing Automation (Oracle Marketing Cloud):
  - Provide basic and level 2 technical support and maintenance of Information Technology systems (both internal to ITS and for ITS’s clients);
  - Diagnosing and responding to problems and faults, escalating to more senior staff as appropriate;
  - Providing support to clients, including guidance on developing outbound mailings;
  - Creation of email templates and campaign canvases for clients including senior UQ executives; and
  - Liaising with other staff within ITS and external service providers regarding difficult problems, development or systems administration and providing support to those staff when required.
- Participate in significant Information Technology activities and projects under the guidance of more experienced staff (both internal to ITS and ITS’s clients)
- Participate in the creation and improvement of ITS procedures and work practices
- Maintain records and produce reports and documentation as required
- Other duties within the scope of the classification and within the limits of their skill, competence and training.
- Facilitate trainings
- Change requests – requirement gathering, design, build, test, implement
- System testing (and documenting) assigned by senior CRM Admin.
- Upgrade testing (and documenting)
- Build Reports
- Rolling out Enquiry management (queue, dashboard, reports) to business units as required

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

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).

Organisational Relationships

The position reports to the Manager, CRM and Records Management, 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; or an equivalent combination of relevant experience and/or education/training;
- Breadth of general computing and network knowledge;
- A firm understanding of, and skills in:
  o Programming in PHP, Javascript and HTML
  o Working with databases (Oracle preferred)
- Demonstrated effective problem-solving skills with the ability to perform research or liaise with others to develop solutions for more difficult problems;
• Demonstrated ability to organise own time and approach tasks methodically;
• Demonstrated ability to pay attention to detail;
• Self-motivated and able to work constructively either alone or in a team environment to meet defined objectives;
• Very good interpersonal, written and oral communication skills with the ability to interact effectively with clients.

Desirable

• Experience working with Oracle Service Cloud (RightNow);
• Experience working with Oracle Marketing Cloud (Eloqua);
• Experience working in the higher education sector;
• Understanding of CRM customer lifecycle concepts including marketing, sales, service and support.

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