



POSITION DESCRIPTION

Position Title:	Principal Functional Systems Analyst
Organisation Unit:	Information Technology Services
Position Number:	3039377
Type of Employment:	Fixed Term, 12 months
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 (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://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.

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 Principal Functional Systems Analyst contributes to the design, implements system configuration changes and oversees the effective delivery of production support activities within a large ERP system, as part of business as usual or project activities. The role contributes to continual system improvement through identifying inefficiencies and makes recommendations for optimising system functionality and/or implementing improvements and efficiencies in processes and configuration. The position oversees provision of Tier 1 and 2 support to the University's user community, and is a senior escalation point within the team, supporting more junior team members in delivering services.

Duties

Duties and responsibilities include, but are not limited to:

- Contribute to the design and undertakes solution configuration, implementation, testing and documentation in accordance with contemporary development practices, engaging with diverse business and technical stakeholders across the University to elicit requirements and deliver features that meet customer requirements. Participate in peer reviews with a focus on improving quality and sharing knowledge.
- Provide specialist expertise on configuration design as required, identifying and evaluating system inefficiencies and recommending optimal business practices and system functionality and behaviour.

- Undertake project management of small to medium information technology projects.
- Ensure Tier 1 and 2 support for customer and system issues is delivered in line with agreed processes and service delivery expectations, overseeing the job queue and ensuring timely resolution and customer satisfaction.
- Participate in continuous improvement activities within the team to ensure services are delivered more efficiently and provide support to stakeholders through appropriate Change Management activities
- Participate in the creation of test cases and test scripts, undertaking in-depth analysis of both functional and non-functional specifications. Conduct and facilitate testing activities in accordance with the approved Test Strategy.
- Provide advice, support and mentoring to other team members, acting as an escalation point for incidents and facilitating resolution in line with service delivery expectations. Maintain an in-depth knowledge of systems sufficient to provide expert advice on their application.
- 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](#)
- 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, Enterprise Support Systems 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 a bachelor's degree in IT or related field and significant relevant experience; or an equivalent combination of relevant experience and/or education/training.

- Demonstrated ability to provide advice on specific and/or complex features and functions within ERP platform/s and other corporate systems, and on the usage and integration with other systems. Experience in identifying opportunities for process and system improvements.
- Significant experience implementing features via system configuration in accordance with agreed specification while maintaining the integrity of the system. Experience in participating in peer code reviews.
- Experience working within an agile development environment, and with software development lifecycle methodologies.
- Experience in creating test cases and test scripts using in-depth technical analysis of both functional and non-functional specifications and in conducting and facilitating test activities.
- Excellent written communication skills, including the demonstrated ability to write clear and precise functional and technical specifications.
- Strong interpersonal skills, including the demonstrated ability to effectively mentor and provide leadership to other team members and to communicate and work collaboratively with a diverse range of people to ensure the integrity and availability of a large ERP system and to achieve outcomes.
- Demonstrated ability to liaise with vendors and other technical teams to manage technical issues to resolution.
- Demonstrated commitment to delivery of outcomes and meeting service expectations, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.
- Ability to prioritise own workload, work independently and meet deadlines.

Desirable

- Experience configuring solutions within Oracle PeopleSoft applications using Oracle PeopleTools

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