POSITION DESCRIPTION

Position Title: Senior Application Technical Analyst
Organisation Unit: Information Technology Services
Type of Employment: Fixed Term 12 months, full-time
Classification: HEW Level 8

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://uniques.t.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 Senior Application Technical Analyst undertakes solution design and implementation within a large ERP system, using technical experience in software and functional knowledge of ERP systems and system integration to design and implement solutions. The role 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:

- Undertake solution analysis and , implementation, testing and documentation of solutions, engaging with diverse business and technical stakeholders across the University to deliver features that meet customer requirements while managing stakeholder expectations around system and resource constraints. Participate in peer review with a focus on improving quality and sharing knowledge.
- Design, implement, test, correct and document complex programs and scripts from agreed specifications, using agreed standards and tools to achieve well-engineered results.
- Undertake project management of significant information technology projects.
- In collaboration with stakeholders, investigate operational requirements, problems and opportunities and seek effective business solutions through improvements in automated and non-automated components of new or changed processes.
- Ensure the timely resolution of customer issues in accordance with agreed service delivery expectations.
• Undertake continuous improvement activities within the team to ensure services are delivered more efficiently and provide support to stakeholders through appropriate Change Management activities. Promote and ensure the use of agreed tools, methodologies and tools.

• Take responsibility for the creation of test cases and test scripts using in-depth technical 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 complex incidents and facilitating the 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 postgraduate degree in IT, business or related field, or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Significant experience in business analysis and requirements gathering, technical solution, implementing, testing, correcting and documenting solutions within a large ERP system, in accordance with agreed service delivery expectations.
- Significant experience in consulting, advising on, and coordinating IT projects across a range of stakeholders at varying levels of seniority, adhering to agreed contemporary project methodologies.
- Demonstrated ability to liaise with vendors and other technical teams to manage technical issues to resolution.
- Excellent written communication skills, including the demonstrated ability to write clear and precise user and technical specifications.
- Strong interpersonal skills, including the demonstrated ability to effectively mentor and provide technical 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.
- Ability to prioritise own workload, work independently, adapt to change and meet deadlines.

**Highly Desirable**

- Experience working within an agile development environment, and with software development lifecycle methodologies.
- Experience with Oracle PeopleSoft ERP’s
- Experience working with student administration and/or supply chain management systems

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