POSITION DESCRIPTION

Position Title: Student Researcher
Organisation Unit: Information Technology Services
Position Number: TBC
Type of Employment: Casual
Classification: HEW Level 1

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 this will be a strategic focus 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 excellence, creativity, honesty, accountability, supportive, respect and diversity. 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

In 2020, UQ is investing in uplifting our online maps and navigation experience. The maps platform UQ will deliver will also provide the foundation for UQ to consolidate numerous existing features from other UQ apps along with entirely new features into an easy to use, one-stop-show for providing insights into what is happening on campus.

As part of a software application and services delivery team, this role ensures that the student voice is encapsulated in what the team delivers for the new map platform. From high-concept and strategy discussions to design and prototyping all the way through to application and incremental feature delivery to end-users, this role will ensure we are creating digital experiences for students that address real problems in intuitive manners.

In order to ensure the diverse student audience’s common requirements are captured and delivered upon, this role will require frequent liaisons with the wider student community through various research activities. Insights gained from engagements with students will feed into subsequent feature designs and decisions, ensuring adoption of the app increases and user satisfaction is high.

Duties
This role would require working 4 hours per week on the new UQ map project. Mandatory attendance to 2 hour fortnightly planning meetings with the rest of the delivery team will be required. The remaining 6 hours per fortnight would be adhoc, depending on your availability, the availability of your colleagues in the delivery team and key events occurring on campus that may, when needed, be excellent avenues for engaging with your fellow students for feedback on the project.

Duties and responsibilities include, but are not limited to:

- Engage one-on-one with application designers, developers and testers to guide feature design and development.
- Take planned features (narratives, mock-ups, prototypes) and engage with the wider student community to obtain early feedback to best shape subsequent design and development activities. This will include actions such as:
  - Creation and distribution of surveys
  - One-on-one interviews with students
  - Running think aloud testing sessions with students engaging in delivered applications
- Perform end-user testing of developed features to identify bugs and other issues impacting quality. No IT experience required – you’ll be playing with early builds of applications to verify everything behaves as expected as if you were a typical end-user.
- Assist software developers and testers in defining test processes for use by yourself and others in maintaining quality of subsequent deliverables.
- Perform other tasks as reasonably directed by your supervisor.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- 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 of 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

Organisational Relationships
The position reports to a Technical Coordinator within the Applications, Delivery and Support division of UQ’s Information and Technology Services department.
SELECTED CRITERIA

**Essential**
- Excellent communication and interpersonal skills
- Experience in working with a project team to deliver on a goal by a specific deadline, with a proven record of being reliable, on time, engaged and collaborative within the team
- Keen eye for detail
- Proven problem solving skills – able to take loose requirements and work independently and within a team in order to create solutions that appreciate time and staffing restrictions as well as ambiguous requirements.
- Passionate about creating positive change for UQ students
- A good sense of humour

**Desirable**
- Experience in using UQNav and UQMaps to have navigated around campus
- Experience in undertaking various end-user research activities (creating surveys, running interviews with user groups)

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 recruitment@uq.edu.au