POSITION DESCRIPTION

Position Title: Systems Analyst
Organisation Unit: UQ Advancement
Position Number: 3026083
Type of Employment: Full time, continuing
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 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. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 $11 billion+ (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

Throughout its history, the University has benefited from the support of its alumni and friends to enhance government funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land bought by Brisbane City Council with money generously donated by the Mayne siblings and then given to the University of Queensland. The modern research intensive University is built on a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to strengthening its links with alumni and other partners and to fulfilling an ambitious fundraising agenda, aiming to promote a culture of public engagement in the University's mission and its goal of becoming one of the world's pre-eminent public research universities.

With the support of the University's senior management, and in response to a new strategy, UQ is working towards its first comprehensive fundraising initiative, hailing a new era in philanthropy and fundraising across the University. Advancement at UQ works in partnership with academic and professional colleagues throughout the university to increase engagement and build and maintain enduring relationships with key constituents including alumni, community and friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor and Pro-Vice-Chancellor (Advancement), UQ Advancement is investing in a high performing Advancement team to partner with academic leadership to deliver new sustainable levels of philanthropic support.

Within UQ Advancement, there are three primary portfolios:

The Development and Philanthropy portfolio leads philanthropic and fundraising efforts across The University of Queensland. The team leads and coordinates the University's fundraising activities and programs with respect to principal and major gifts from individuals and organisations, bequests and planned giving, leadership annual giving, fundraising campaigns, and donor relations and stewardship. The team is dedicated to fostering effective relationships with key stakeholders to promote The University of Queensland as a worthy destination for philanthropy.

The Alumni and Community Relations team provides leadership at The University of Queensland on alumni and community engagement, fostering mutually beneficial life-long relationships between UQ and its 225,000+ alumni (50% of whom are living in Queensland and nearly 35,000 alumni are from abroad) while enhancing the brand and raising the profile of UQ globally. The team promotes stronger connections through a range of high impact events, beneficial programs and services, professional networking, and volunteer opportunities. The team also coordinates the annual giving program.

The Advancement Services portfolio provides infrastructure and services that support Advancement work across UQ to ensure success in philanthropic and fundraising efforts. Services include management of Raiser’s Edge, UQ’s corporate constituent relationship management application for Advancement activity, and its official register of alumni, donors, and gifts; information management; reporting and data analysis; research and
prospect management; management of the University's philanthropic financial processes; and business operations.

The Systems Analyst role sits within the Advancement Services portfolio.

Information about UQ Advancement can be found at www.alumni.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-ug

DUTY STATEMENT

Primary Purpose of Position

The Systems Analyst will work within UQ Advancement’s Advancement Services team to ensure the University’s overall advancement data management, user support and customer service is of high technical quality and aligned to the objectives of the University’s Advancement strategic plans.

The position reports to the Manager, Advancement Information Services and is responsible for application administration, data quality and integrity management and integration of Raiser’s Edge with other University systems.

Duties

Duties and responsibilities include, but are not limited to:

Application Administration

- Provide technical and functional input and advice on practical and technical feasibility of application change proposals, assess impact on application usability and data quality, take ownership of proposed changes and drive them through the change request process, working in close consultation with business representatives;
- Implement application changes, including patches provided by its vendor, to The Raiser’s Edge’s data, database, user interface and business logic to meet evolving business stakeholder requirements and maximise the opportunities offered by The Raiser’s Edge;
- Maintain, monitor and periodically review The Raiser’s Edge security and access restrictions, implementing corrective or preventative measures required to ensure access to The Raiser’s Edge and its data is restricted to authorized users only;
- Liaise with internal UQ IT teams and The Raiser’s Edge’s vendor to ensure the application and database platform is properly managed in terms of availability, stability and security;
- Support Advancement Information Services team members with the delivery of reports, queries and dashboards and other requests in response to client requests during periods of peak demand;
- Support The Raiser’s Edge’s user community by maintaining training documents, delivering training and processing application support requests.
Data Quality and Integration

- Drive initiatives aimed at improving the accuracy and quality of data stored in The Raiser’s Edge, focusing on data cleansing, enhancement and enrichment. Typical activities include soliciting requirements from a variety of business stakeholders, developing appropriate application changes and/or procedures to meet those requirements, implementing changes and post-implementation exception reporting and handling;

- Document, plan and develop repeatable and effective data imports and exports in and out The Raiser’s Edge, ensuring data integrity and quality is protected at all times and customer requirements are met;

- Take part in and work with relevant project teams on the further integration of The Raiser’s Edge with other University enterprise systems;

- On-board additional user groups onto The Raiser’s Edge by analysing existing alumni and donor satellite systems’ data and data models, mapping them to The Raiser’s Edge’s data model, defining/revising procedures, and implementing and executing efficient and accurate one-off data imports of data into The Raiser’s Edge;

- Improve data quality by implementing and improving data integrity checks, taking ownership of data deduplication and cleansing initiatives in cooperation with external data services providers;

- Execute complex, recurring data loads to update The Raiser’s Edge with data provided by other UQ enterprise systems, including graduate, alumni and staff data, ensuring data accuracy, quality and integrity is maintained at all times.

Process Improvement and Execution

- Review and improve tasks, both from a user and administrator perspective, reducing or eliminating manual processing, increasing automation and improving data entry accuracy and efficiency, and ensuring proper documentation is produced;

- Conduct quality assurance for routine and ad hoc reports and dashboards setup in The Raiser’s Edge;

- Carry out other typical systems analyst duties and tasks;

- Any other duties 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:

- 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
Organisational Relationships

The position reports to the Manager, Advancement Information Services within the Advancement Services team.
SELECTION CRITERIA

**Essential**

- Bachelor’s degree in Information Technology, Information Systems, Computer Science or related field AND at least four years of relevant systems analyst experience;
- Outstanding verbal and written communication skills, and proven ability to develop and maintain positive, collaborative working relationships within a team, with a range of clients and internal stakeholders in a complex organisational environment;
- Knowledge of typical application administration procedures, principles and practices;
- Able to take ownership of and drive assigned tasks to successful completion with limited management oversight and a strong focus on customer service;
- Understanding of database concepts, data structures and typical data quality and integrity challenges, with a strong ability to provide analytical advice and reporting in a business context;
- Demonstrated ability gathering business requirements, translating those requirements into systems requirements and implementing application and database level changes, manipulating data while maintaining data integrity and quality, application usability and security;
- Proven experience working as a systems analyst of an enterprise application in a large and complex environment with significant exposure to business stakeholders;
- Experience with compiling complex queries and developing automated data import and export mechanisms, tools and process to perform data cleansing and enhancement activities, both one-off as well as regularly recurring;
- Proven experience working with, and manipulating, large data sets and implementing the necessary manual and automated measures to maintain and improve data quality and integrity;
- Hands-on experience developing/programming data mapping, conversion, loading and verification solutions. This includes experience developing SQL scripts;
- Ability to continuously identify opportunities to improve existing work practices, tools and procedures and proactively take appropriate steps to implement those improvements;
- High standards of professionalism, personal initiative, judgment, discretion, confidentiality and attention to detail.
- A genuine interest in philanthropy and its impact on society.

**Desirable**

- Experience working within higher education Advancement, or the not-for-profit sector.
- Experience using *The Raiser’s Edge* or a similar relational database.
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