POSITION DESCRIPTION

Position Title: System Analyst and Administrator
Organisation Unit: UQ Advancement
Position Number: 3026083
Type of Employment: Full-time, fixed term (2 years)
Classification: HEW 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 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

ADVANCEMENT AT THE UNIVERSITY OF QUEENSLAND

Throughout its history, The University of Queensland has benefited from the support of its alumni and friends to enhance funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land gifted through the Mayne siblings and the School of Veterinary Science continues to use farmland at Pinjarra Hills, donated to the University in the early 1920s. The modern research-intensive University is supported by a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to solidifying its reputation as one of the world’s pre-eminent public research universities. This involves strengthening our brand, improving our links with alumni and partners and promoting a strong culture of giving to significantly grow the sustainable level of philanthropic support the University receives annually. In line with this commitment the University launched its first major comprehensive campaign, Not if, When – The Campaign to Create Change in 2017, with the target of raising $500 million by 2020 for strategic priorities aimed at empowering student success, transforming teaching and learning, and driving discovery and impact. To learn more about UQ’s campaign visit https://giving.uq.edu.au.

Advancement at UQ works in partnership with academic and professional colleagues throughout the University to increase engagement and to establish enduring relationships with key constituents including alumni, community, friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor, Deputy Vice-Chancellor (External Engagement) and Pro-Vice-Chancellor (Advancement), UQ Advancement is investing in a high performing team to partner with UQ academia to deliver new sustainable levels of philanthropic support.

Within UQ Advancement there are four primary portfolios:

The Development team leads UQ’s philanthropic engagement and fundraising efforts by heading fundraising programs and activities with a focus on individuals, trusts and private ancillary funds. The team fosters effective relationships with key stakeholders to promote UQ as a worthy destination for philanthropy.

The Alumni Relations and Engagement team provides leadership on alumni and donor engagement, fostering mutually beneficial life-long relationships between UQ and its 250,000+ 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, programs and services, professional networking and volunteer opportunities including engaging philanthropically with the University through the Annual Fund and Donor Relations program.

The Advancement Services and Operations team encompasses data analytics, gift and financial services, prospect management and advancement wide reporting. It uses a specialist alumni and fundraising customer relationship management (CRM) system, the Raiser’s Edge. The team is also responsible for implementing new projects and initiatives across the advancement portfolio, with a focus on business improvement, adoption of new technologies and change management.
The new **Global and Institutional Philanthropy** team provides comprehensive oversight of established and emerging institutional and international markets. Building upon a strong base of foundation and corporate philanthropic support, this team will be also oversee priority, whole of UQ Advancement initiatives including entrepreneurship, student strategy programs, international fundraising market development, enhanced research partnership collaboration and UQ-related international foundation management.

Advancement’s recently redefined values and strategic beliefs (below) guide day-to-day processes and behaviours, and will be reflected in all decisions and activities.

**Advancement Values**
- We lead with excellence to achieve high quality results
- We aspire to have the highest level of integrity in all we do
- We do our best when working as a team
- We have a commitment to innovation and continuous improvement
- We create and celebrate a positive work culture

**Advancement Strategic Beliefs**
We believe:
- Philanthropy plays an essential and growing role in UQ’s ability to transform lives through education and research
- High-quality, authentic and responsive relationship-building with key stakeholders is essential to achieving our goals
- That our alumni and donors deserve a transparent and accountable approach to data, reporting, gift administration, investment and stewardship
- That an adaptable approach strengthens our ability to be better colleagues and industry leaders
- That the strongest advancement team will consist of individuals with a commitment to UQ’s mission and a passion for our work.

Further information about Advancement can be found at [https://alumni.uq.edu.au/](https://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-uq](http://www.uq.edu.au/current-staff/working-at-uq)
DUTY STATEMENT

Primary Purpose of Position

The System Analyst and Administrator will work within UQ Advancement’s Services and Operations 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 Advancement strategic plan.

The role is technically responsible for Advancement’s CRM system, including enhancements, day to day operations, integrations with UQ systems, security, access and controls, risk management, vendor liaison and data input from third party platforms (events, marketing). It will also lead the implementation of the technical aspects and systems integration for Advancement’s new CRM as part of UQ’s digital transformation Customer Experience (CX) program.

The position reports to the Business Solutions and Services Manager.

Duties

Duties and responsibilities include, but are not limited to:

**System Operations**

- Responsible for system operations of Advancement’s CRM on a day to day basis including the management of both the application and database tiers of the solution.

- Lead the enhancements, implementation and day to day management of current system integrations for Advancement’s current CRM (Raiser’s Edge) with other University systems and act as the Advancement lead for the technical system migration elements (integrations, mapping etc) to the future new replacement CRM

- Implement upgrades, application changes and patches for Advancement’s CRM system, to maximise functionality, user interface and business logic, whilst ensuring data integrity is maintained

- Implement a suite of improvements within the current CRM to improve automation and minimise manual tasks and identify new business processes to ensure automation is easily transposed to the new CRM

- Provide technical and functional advice on the CRM 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 an improved security and data governance framework for the current CRM to ensure strict access protocols are maintained, regularly reviewed and corrective and/or preventative measures are in place, along with inputting into the framework for the new CRM to ensure access to advancement data is restricted to authorized users only

- Lead the trouble-shooting of all technical issues as relates to the Advancement CRM

- Enhance and maintain the quality assurance, risk management and system continuity plans for an Advancement CRM and operationalise these to ensure the highest possible levels of data quality and system functionality.

- Liaise with UQ ITS on all matters as related to the provision of services for the Advancement CRM, to ensure it is effectively managed in terms of availability, stability and security
• Lead day to day relationship management with the Raiser’s Edge’s vendor to ensure the continuity of the CRM functions and service

• Manage the engagement of contractors to undertake specialist CRM or integration improvements

• Enhance existing dashboards, reports and queries to improve system operational efficiencies, build new functionality to suit stakeholder needs and work with the CX program to ensure easy access to informed analytics in the new CRM.

**Data Integration and Integrity**

• Enhance and expand the existing suite of data imports using Import-O-Matic functionality where appropriate to maximise automation of data in, ensuring data integrity and quality is protected at all times and customer requirements are met

• Execute complex, recurring data loads to update the Advancement CRM with data from other UQ systems, including graduate, alumni and staff data, ensuring data accuracy, quality and integrity is of highest priority

• 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;

• Improve data quality by implementing and improving data integrity checks and taking ownership of data deduplication and cleansing initiatives, including the implementation of regular data washes with external providers

• Continually look for innovation in ways to improve data integrity within the Advancement CRM.

**Network Management**

• Oversee the management of Advancement’s network file storage and access ensuring security and compliance with UQ protocols

• Guide executive administrators in the provisioning of folder access

• Be a lead contributor in the review of Advancement’s file storage and an advocate for change to implement consistency of application in network files

**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

- Business Solutions and Services Manager, Advancement Services and Operations portfolio

Key Internal Relationships

- Information Technology Services
- Student Affairs Division

SELECTION CRITERIA

**Essential**

- Bachelor’s degree in Information Technology, Information Systems, Computer Science or related field AND at least four years of relevant information technology experience
- Proven success working as a system analyst and/or SQL database administrator of an enterprise application in a large and complex environment, including implementing complex integrations and leading data automation initiatives
- Advanced experience in working with relational databases with demonstrated success in improving system operations and delivery and managing and manipulating large datasets to improve data integrity and quality.
- Extensive experience in developing/programming data mapping, conversion, loading and verification solutions, including excellence in the use of SQL scripts
- Understanding of database concepts, data structures and typical data quality and integrity challenges, with a strong ability to provide analytical advice and implement best practice data management initiatives
- Demonstrated ability gathering and translating business requirements into system requirements and implementing application and database level changes, including manipulating data while maintaining data integrity and quality, application usability and security
- Outstanding verbal and written communication skills, with proven ability to develop and maintain positive, collaborative working relationships within a team and with business stakeholders
- Able to take ownership of and drive assigned tasks to successful completion with limited management oversight and a strong focus on customer service.

**Desirable**

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