# POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Mapping Systems Administrator</th>
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<tbody>
<tr>
<td>Organisation Unit:</td>
<td>Information Technology Services</td>
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<tr>
<td>Position Number:</td>
<td>TBC</td>
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<tr>
<td>Type of Employment</td>
<td>Fixed-Term, full-time</td>
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<tr>
<td>Classification:</td>
<td>HEW Level 5</td>
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## 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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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](http://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](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 mapping platform employed by the university will provide accurate and reliable information, as well as running efficiently and effectively. This will involve working with internal and external stakeholders who will be adding locations, amenities and wayfinding paths to the system and being responsible for creating the process for quality assurance.

As this mapping platform will be the nexus of many interrelated systems and processes, communication will be key in this role. This person must be able to provide management stakeholders up-to-date information relating to schedules and achieved/planned activities. They will also need to collaborate with integrating system owners/administrators to create end-to-end information flows and defining and delegating auditing work to junior hires to validate system quality presented to end users.
Duties

Duties and responsibilities include, but are not limited to:

- Engage with our third-party vendor map-platform provider to ensure deliverables are on track and reported issues are resolved.
- Co-ordinate with departments and faculties to identify the locations of amenities desired for surfacing via our map platform. Scope and execute plans for surfacing these amenities in collaboration with departments and faculties.
- Collaborate with owners/administrators of integrating systems (upstream and downstream) to ensure the correct information enters and leaves the mapping platform. This includes source of truth systems containing schematics and building meta-data, as well as web sites and web applications embedding interactive maps of the campus.
- Setup and maintain middle-ware systems connecting UQ’s maps and navigation platform to associated systems (e.g. systems storing building meta-data, systems tracking wireless access points across campus).
- Work with casual-hire students to define manual audit plans and process – including processes for actioning issues they identify.
- Assist with project management in creating and adjusting schedules to ensure we have available casual-hire students to perform audits of implemented locations and wayfinding in the app.
- Respond to custom inquiries via UQ’s customer service ticketing system, providing estimated timelines for resolution of problems, general feedback, and delegation/reallocation to other IT parties.
- Undertake regular quality assurance of information within the map platform.
- Adopt and promote sound cyber security practices in compliance with UQ’s Cyber Security Policy and according to cyber security procedures and standards developed by the University or Division.

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 the Technical Coordinator within the Applications, Delivery and Support division of UQ’s Information and Technology Services department.
SELECTION CRITERIA

**Essential**

- Under-graduate university degree and subsequent experience in administering applications:
  - Creating roles and permissions
  - Configuring integrations with upstream and downstream systems
  - Creating and enforcing workflows for test, staging and production environments
  - Creating/updating documentation associated with administering the system/s

- A strong commitment to a team based approach to the achievement of excellent client service and University goals using agile project delivery frameworks. This includes cultivating working partnership with diverse groups of stakeholders and clients.

- Experience in the supervision of support staff from time to time in their performance of defined tasks, as well as experience developing processes for them to execute in order to verify system behaviour

- Demonstrated attention to detail and ability to apply integrity in exercising discretion and judgement, maintaining confidentiality and the security of information assets.

- Ability to prioritise own workload, work autonomously and meet deadlines where required.

- Excellent communication skills and ability to communicate effectively with a wide range of stakeholders combined with demonstrated experience working in a large organisational structure with complex systems of information and records.

- Willingness and capacity to undertake physical activities, such as manually navigating around campus to auditing the accuracy of implemented locations and wayfinding via an interactive map.

**Desirable**

- Experience with administering map-related applications, to add/edit locations, amenities and wayfinding routes.

- Familiarity with workplace management systems (such as Archibus) for managing property and assets information.

- Experience configuring with networking systems (particularly Cisco CMX/Prime systems) for mapping wireless access points and coverage to physical spaces

- Experience with customer-support ticketing systems to manage and action customer requests and inquiries (e.g. Zendesk, Jira Service Desk, Freshdesk). Experience with Oracle Service Cloud would be optimal.

*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 for further information and points of contact if you require additional support.*

*Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.*