POSITION DESCRIPTION

Position Title: RPA Developer
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Fixed-term, full-time
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 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 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

The Business Process Digitisation (BPD) program, to which this position belongs, is well underway and represents a significant strategic capability in the reduction of administrative overhead associated with paper-based and manual process workflows.

Robotic Process Automation (RPA) is considered a capability that will enable the rapid configuration of software robots for the automation of routine, repetitive and rules-based processes. ITS aims to add RPA as an additional technology platform to deliver automation use-cases where there are constraints on either time-to-market or current technologies. This initiative is aimed to improve the user experience for staff and deliver faster and more accurate results to the students.

Key objectives of the RPA capability at UQ:

- Automate manual processes where significant efficiencies can be achieved across a wide range of UQ use-cases
- Provide more visibility and better reporting on automated tasks
- Increase speed and accuracy of transaction processing activities
- Enable humans to focus on higher value-adding processes
- Provide the ability to develop bots which can automate tasks by combining human and automated integration

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 Robotic Process Automation (RPA) Developer will focus on efficiently and effectively delivering UQ’s RPA solutions across the full software development life-cycle (Analysis, Design, Development, Test and Release). The RPA developer will play a significant role in establishing UQ’s greenfield RPA capability.

Working under the broad direction of the UQ Business Process Digitisation (BPD) team lead the RPA Developer will work closely with business stakeholders and business analysts to understand processes, analyse requirements, design and develop RPA solutions.

Duties

Duties and responsibilities include, but are not limited to:

- Engaging with either business stakeholders or business analysts to clearly understand, analyse and document the business needs and assess RPA-based automation feasibility
- Designing and documenting technical RPA solutions to meet the defined requirements and align with UQ’s ITS policies and procedures
- Developing demonstrations and quick Proof of Concepts, if required
- Developing and configuring RPA bots as per the technical design to meet the defined requirements
- Performing solution testing and releasing bots across non-production and production environments
- Providing operational support for the RPA environments and deployed solutions
- Establishing RPA design and coding standards, policies and procedures
- Providing advice and guidance to project stakeholders on Robotic Process Automation solutions and recommending process automation improvements
- Working in Agile software development teams and utilising UQ’s software development life-cycle tools such as Confluence and JIRA
- 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 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 Business Process Digitisation (BPD) Team Lead.
SELECTION CRITERIA

Essential

- A business or technical degree qualification with relevant subsequent experience; or an equivalent combination of relevant experience and/or education/training
- Proven skills in RPA software tools (UiPath, Automation Anywhere, Openspan, Blue Prism)
- Good understanding of object-oriented programming and software design
- Advanced level understanding of Document Object Model and HTML tags
- Demonstrated experience across the full software development life-cycle (Analysis, Design, Development, Test and Release)
- Demonstrated problem solving skills and strong business acumen to support stakeholders in meeting their objectives and understanding solution impact
- Excellent interpersonal and communication skills, both written and oral, with the ability to collaborate effectively with staff across the university in delivering projects
- Excited to deliver a pragmatic and innovative approach that optimises processes across business strategies and technology capabilities
- Demonstrated ability to operate in an autonomous and ambiguous working environment with limited direction

Desirable

- Good experience with a recognised programming language such as Microsoft C#, Python, VB.NET, JavaScript, etc
- Experience in business process management and workflow based solutions
- Advanced knowledge of XML and XSD, understanding of REST API, familiarity with SoapUI or Postman will be highly desirable
- Previous exposure to AWS configuration and CI with Jenkins
- Experience with version control systems such as Git
- Experience with working on Agile methodology as part of Scrums teams

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.