POSITION DESCRIPTION

Position Title: Records Analyst
Organisation Unit: Information Technology Services
Position Number: 3034320
Type of Employment: Continuing, full-time
Classification: Hew Level 6

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 $11billion+ (see http://uniqest.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

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 comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. 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 Supercomputers and 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

The primary purpose of the role is to provide support to organisational units to ensure effective and efficient record-keeping practices across the University.

Duties

Duties and responsibilities include, but are not limited to:

- Work closely with stakeholders in organisational units across the University to analyse their current record-keeping practices and provide advice and support in implementing practices that align with state legislation and the UQ Records and Information Management Strategic Plan. This will include, but not be limited to identifying areas for improvement, assessing the impact of the change and how those impacts can best be managed, capturing and documenting requirements and recommending an implementation plan to clients, working closely with clients to ensure requirements are delivered
- Provide training for staff in the use of the Electronic Document Records Management System (EDRMS) and appropriate document registration techniques.
- Develop and deliver advice and training in responsibilities, principles and processes relating to effective record-keeping practices.
- Participate in the development and maintenance of online training resources.
• Undertake detailed quality assurance checks, monitoring programs (audits) and provide reports to ensure the quality of information is maintained and appropriate disposal of digitised information occurs.
• Provide comprehensive application administration of the University’s EDRMS, including access requests, system security, configuration and maintenance in production and test environments.
• Evaluate, document, coordinate and implement new system functionality to take advantage of new features as they become available.
• Provide specialised Level 2 Helpdesk support to system users.
• Provide subject matter expertise based advice to clients, based on a thorough understanding of state legislation and the UQ Records and Information Management Strategic Plan
• Interpret and implement records management policy and procedures on a case by case approach throughout the University.
• Classify, reclassify and create files/documents using the UQ Business Classification Scheme.
• An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training

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

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

Organisational Relationships
The position reports to the Manager, Records and Archives Management Services, and may be required to direct other professional or technical staff on work relating to specific tasks or projects

SELECTION CRITERIA

Essential
• Qualifications and training equivalent to a degree in records, information management or relevant discipline plus subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
• Demonstrated ability to effectively plan and coordinate change related projects.
• Demonstrated ability to effectively capture and document requirements and create implementation plans, in close collaboration with clients.
• Highly developed oral and written communication and excellent interpersonal skills including the ability to establish and maintain positive relationships with clients.
• Thorough understanding of, or the ability to quickly acquire such understanding of, state records legislation and the UQ Records and Information Management Strategic Plan, and an ability to apply recordkeeping principles in accordance with these.
• Proven ability and experience in development and delivery of training materials for software applications.
• Experience administering computerised records systems (RM preferred).
• Ability to prioritise own workload and meet deadlines.
• Proven ability to work both independently and in collaboration with others.
• Proven orientation to excellence in customer service.
• Proven ability to exercise discretion and maintain confidentiality.

The University of Queensland is committed to equity, diversity and inclusion.