Position Description

Title: Systems Support Analyst
HEW Level: HEW Level 7
Faculty/Office: Information Technology
Position Number: TBA
Department/Team: Partnerships and Engagement
Date: October 2017

Position Purpose: To provide level 2 and level 3 support for applications and ensure new solutions are transitioned smoothly through the production hand-over process.

ORGANISATIONAL CONTEXT

Macquarie University’s central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support and advice services (such as information and data management).

IT’s present activities support the research, teaching, learning and administrative functions of the university. Increasingly, IT is striving to better align the support service to Macquarie’s Strategic Plan “A Framing of Futures” in its enhancement of the student and staff experience, facilitation of research and teaching collaborative activities, increased throughput of our research data and its security, increased efficiency and effectiveness of IT working practices, release of IT staff capacity to better support research and teaching developments, and the reduction of organisational risks.

IT Partnerships & Engagement is responsible for fostering relationships with Faculties and Departments to identify and forecast IT business requirements and matching IT solutions; coordinate business change programs, and ensure training and development opportunities are provided to stakeholders to maximise IT systems to support research, learning and teaching activities.

The Systems Support Analyst provides technical support, maintenance and administration of existing and new systems.
### KEY ACCOUNTABILITIES

- Undertake root cause analysis and develop and implement solutions within an agreed timeframe.
- Respond to user requests, provide guidance and assistance to users.
- Coordinate key operations and support tasks for the business systems.
- Work with users, other team members, IT teams or external vendors to resolve service requests or issues raised.
- Monitor the performance of the systems and address issues raised or risks identified.
- Monitor the application support requests and providing regular status reports on service levels.
- Undertake scripting or light programming tasks; develop scripts as required.
- Support small software patches or upgrades and changes; undertaking verification testing in the new environment.
- Maintain awareness of the potential impact of project work on the application environment and providing impact assessments as required.
- Adhere to change management and quality assurance processes.
- Maintain detailed operational documentation, user manuals, operations manuals and other standard documentation.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

| Reports to: | System Support Team Leader |
| Positions Reporting to: | Nil |
| Key Direct Clients: | Heads of Office, Heads of Dept, Senior Managers  
Particular staff members in other offices or departments  
Other staff members in own office or department  
Immediate team members |
| Other Key Relationships: | MQ staff in general  
Other external contacts |
| Budget Accountability: |  |
| Role-specific Conditions: | Criminal checks |
| Scope and autonomy | Develops and modifies processes, procedures, systems and/or techniques for the work area and/or contributes to the development of University-wide systems, processes and procedures. |
| Problem solving | Analyses, designs and develops a range of alternatives and then uses expertise to decide on or recommend the best course of action. |
## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution:</strong> Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance:</strong> Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Quality Focus:</strong> Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility:</strong> Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication:</strong> Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability:</strong> Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus:</strong> Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Interpersonal Impact:</strong> Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Relationship Management:</strong> Establishing effective working relationships with others.</td>
<td><strong>Resilience:</strong> Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Teamwork:</strong> Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability:</strong> Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Integrity:</strong> Maintaining confidentiality, discretion and professionalism.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree in Computer Science or equivalent business experience.
- Certificate in DevOps Foundation.
- Test automation and Continuous Integration & Deployment (CI-CD).
- ITIL Service Management Foundation Certification.
- Knowledge of SQL.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Information Technology's functions and structure.
- Knowledge of Information Technology's policies, systems, processes and procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Experience providing support for production systems including the prioritization/coordinating of work across team resources and working to deadlines.
- Working with remote virtualised applications in a cloud environment.
- Experience installing, configuring, troubleshooting Windows and Linux software applications.