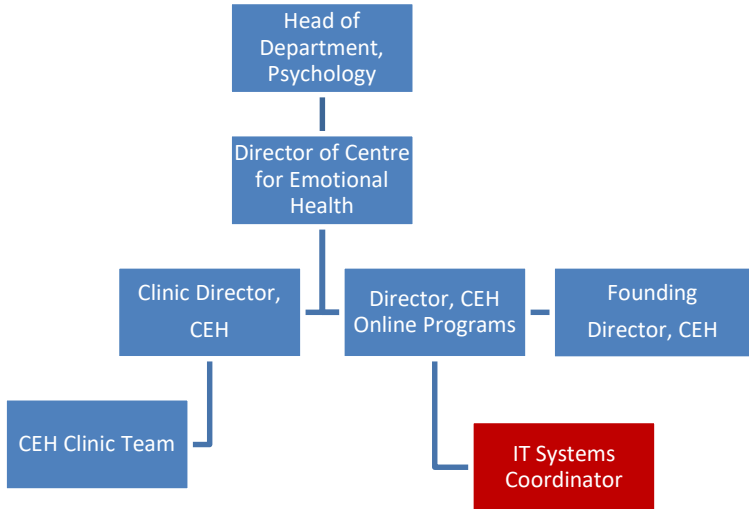


## Position Description

<b>Title:</b> IT Systems Coordinator	<b>HEW Level:</b> HEW 7
<b>Faculty/Office:</b> Centre for Emotional Health (CEH)	<b>Position Number:</b> New
<b>Department/Team:</b> Psychology Department	<b>Date:</b> November 2019
<b>Position Purpose:</b> Project manage the maintenance and enhancements of the CEH platform to provide a secure and robust platform to users.	
<p style="text-align: center;"><b>ORGANISATIONAL CONTEXT</b></p> <p>The Psychology Department at Macquarie University is a research-intensive department that is home to the Centre for Emotional Health (CEH), the Centre for Elite Performance, Expertise, and Training, and other highly productive research groups and laboratories, with a state-of-the-art simulation precinct. The Psychology Clinics at Macquarie University offer specialised psychological services to the general community.</p> <p>The Centre for Emotional Health Clinic (CEHC), within the Centre for Emotional Health (CEH) at Macquarie University is a world-renowned clinical treatment, training, and research facility that specialises in research into the understanding and management of anxiety and related mental disorders across the lifespan. It provides assessment and treatment for over 750 people per year, mostly through the implementation of clinical trials, private therapy services and training for students and professionals in clinical psychology.</p> <p>The CEH deliver a suite of online educational and therapy programs. CEH clients access these programs either as private clinical services or through participation in a range of research studies. It is essential that the platform that these programs are delivered through is maintained from an operational and cyber security perspective.</p>	<p style="text-align: center;"><b>ORGANISATIONAL CHART</b></p>  <pre> graph TD     A[Head of Department, Psychology] --&gt; B[Director of Centre for Emotional Health]     B --&gt; C[Clinic Director, CEH]     B --&gt; D[Director, CEH Online Programs]     B --&gt; E[Founding Director, CEH]     C --&gt; F[CEH Clinic Team]     D --&gt; G[IT Systems Coordinator]     </pre>

KEY ACCOUNTABILITIES	POSITION CONTEXT		
<ul style="list-style-type: none"> <li>• Consult with platform users to understand and translate requirements for configuration and enhancements, for the ongoing smooth operation of the platform and compliance to minimum standards for clinical and research use.</li> <li>• Project manage and coordinate upgrades, testing, improvements and maintenance of the platform, liaising with internal &amp; external IT consultants, and key clinical and research stakeholders to ensure successful implementation.</li> <li>• Provide recommendations to the Director of CEH Online Program on platform improvements and conduct scoping for proposed new projects.</li> <li>• Implement the risk management framework, developing guidelines and processes to receive, monitor and respond to system security alerts.</li> <li>• Develop policies and practices to ensure platform delivery and usage complies with psychology practice guidelines, ethics and clinical research principles.</li> <li>• Conduct ongoing system audits and maintenance to ensure optimal platform performance.</li> <li>• Troubleshoot, respond to and track technical queries from platform users and stakeholders, escalating high risk issues and issues that inform required platform updates.</li> <li>• Develop and deliver platform training and support documentation for CEH online platform users to enhance useability of the system.</li> <li>• Escalate security alerts to the Director of CEH Online Program or MQ IT Risk Officer as appropriate according to risk management framework.</li> <li>• Provide regular and ad hoc reports such as reporting on platform usage and technical requirements.</li> <li>• Comply with relevant EEO and WHS regulations.</li> <li>• Perform any other duties as required and appropriate for this classification.</li> </ul>	<b>Reports to:</b>	Director of CEH Online Program	
	<b>Positions Reporting to:</b>	Direct: casual technical assistant Indirect: nil	
	<b>Key Direct Clients:</b>	<ul style="list-style-type: none"> <li>• Platform users including researchers &amp; clinicians</li> <li>• CEH Director</li> <li>• CEH Clinic Director</li> <li>• Founding Director, CEH</li> </ul>	
	<b>Other Key Relationships:</b>	<ul style="list-style-type: none"> <li>• MQ IT</li> <li>• IT subcontractors (web developers)</li> <li>• Information Security Manager</li> <li>• CEH staff</li> <li>• Staff in the Department of Psychology</li> </ul>	
	<b>Budget Accountability:</b>	Nil	
	<b>Role-specific Conditions:</b>	Nil	
	<b>Scope and autonomy</b>	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.	
	<b>Problem solving</b>	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.

**COMPETENCIES** Clusters of behaviours required for successful performance.

**Planning and Execution:** Managing time and resources to complete tasks and achieve objectives

**Quality Focus:** Ensuring accuracy and quality when completing tasks.

**Communication:** Effectively grasping and conveying ideas and concepts to others

**Service Focus:** Making clients, students, staff, key contacts and their needs a priority

**Relationship Management:** Establishing effective working relationships with others

**Influencing and Persuading:** Building commitment by convincing others and winning them over to a particular point of view.

**Implementing Systems:** Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.

**Delivering Outcomes:** Holding self and others accountable for achieving high quality and solution focused outcomes.

**ATTRIBUTES** Personal qualities related to successful performance.

**Reliability:** Meeting commitments and responsibilities.

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Interpersonal Impact:** Making a positive impression on others in a range of interpersonal contexts.

**Initiative:** Taking action, on own accord, to address problems and prevent them from occurring.

**Resilience:** Dealing effectively with and recovering quickly from setbacks or pressure.

**Integrity:** Maintaining confidentiality, discretion and professionalism.

<p><b>REQUIRED KNOWLEDGE</b>  <b>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</b></p> <p>Understanding of secure data storage and cyber security issues</p> <p>Knowledge of project management methodologies</p> <p>Understanding of risk and risk management principles</p> <p>Understanding of clinical research principles and protocols, ideally in psychology</p> <p>Knowledge of Amazon Cloud, content management systems, and other platforms that deliver treatment and/or educational programs</p> <p>Understanding of web programming language and coding</p> <p><b>ACQUIRED KNOWLEDGE</b>  <b>Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.</b></p> <p>Knowledge of the CEH Online Platform, CEH and Department's functions and structure</p> <p>Knowledge of the CEH Online Platform, CEH and Faculty's policies, systems, processes and procedures</p> <p>Knowledge of how the University works and how relevant functions across the University interrelate</p>	<p><b>KEY EXPERIENCES</b>  <b>Practical experiences and exposure to specific environments or activities related to successful performance.</b></p> <ul style="list-style-type: none"> <li>• Exposure to a clinical research environment with an understanding of research ethics and associated procedures and protocols</li> <li>• Working in a clinical psychology environment with an understanding of psychology practice principles and protocols in confidentiality and integrity</li> <li>• Project Management of technology/IT related projects and roll outs</li> <li>• Building and managing relationships and partnerships</li> <li>• Working in a web development/programming role or communicating technical requirements in lay terms</li> <li>• Delivering &amp; developing systems/user training</li> <li>• Managing, mentoring and developing others</li> <li>• Prioritising and managing the successful completion of competing tasks</li> <li>• Delivering outcomes within tight timeframes</li> </ul>
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