Help us to achieve our digital ambitions

We are looking for clever and creative, passionate and energetic people with different skills, backgrounds, and experiences.

We want to hear from you if you:
• are ready for a new challenge that brings growth and opportunity
• want to really make a difference to the national mission of our world-leading University, it’s students and staff
• have experience working in large-scale digital transformations
• embrace collaboration and understand the importance of fostering a positive and inclusive team culture
• appreciate working in an environment embracing contemporary ways of working
• are hands on and adaptive to working across various initiatives and projects, understanding there are times you will need to work outside of your immediate scope to get things done for the benefit of the team
• feel comfortable working in situations that can sometimes bring a level of ambiguity and uncertainty.

Our plan for a better digital future

Our Digital Master Plan will see the University embark on the biggest digital transformation in our history.

It will be a transformation that matches our mission to be among the great universities of the world and driven by a culture of excellence in everything we do. Our digital future will transform the experience of ANU for our students, researchers, academics, professional staff and the wider community.

We are seeking great people to be a part of this history making journey.

The first two strategic programs to launch under the Digital Master Plan are Student First Program and the Digital Infrastructure and Cloud Enablement (DICE) Program. Our Student First Program is focused on improving the end-to-end student experience, from application to graduation. The DICE program is focussed on stabilising and improving a range of core digital foundations. Multiple projects will sit underneath these two programs with a further three digital programs of work expected to be approved in 2022.

The principles to delivering these programs will include, but not limited to:
• human centered design - co-design processes that include both staff and student voices
• agile ways of working
• embedding digital capability into the way we work
• end to end service delivery view
• secure, accessible & inclusive by design
• treating data as a core asset
• cloud right approach to delivering and sourcing.
Working at the Australian National University

ANU is home to some of the most remarkable people from across the world: visionaries, influential leaders, researchers and advocates creating impact and change nationally, regionally and globally.

ANU attracts exceptional staff and students and, through education and enrichment programs, helps them to achieve ambitious goals, and pursue brilliant careers.

The Australian National University (ANU) was established by an Act of the Federal Parliament in 1946. Its founding mission was to be of enduring significance in the post-war life of the nation, to support the development of national unity and identity, to improve Australia’s understanding of itself and its neighbours, and to contribute to economic development and social cohesion.

In the seven decades since, the University has cemented its unique national position and standing as one of the world’s finest institutions, confirming the mandate and the faith of its founders.

Ranked in the top 30 universities globally, the first Australian university to be recognised in this elite tier, ANU continues to be an academic resource for the whole of Australia.

Working at ANU, our staff enjoy some amazing employee benefits including:

• highly flexible working arrangements and locations
• competitive salary and generous 17 percent superannuation
• generous leave entitlements including long service leave
• excellent support for skills development
• family friendly working environment including generous paid parental leave, good work/life balance and an inclusive and supportive culture.

It is an exciting time at the ANU, and a great time to join us!

Our University
#1 university in Australia
#27 university in the world
1st Australian University to achieve global top 30 ranking

Our Students & Staff
#1 most employable graduates in Australia
5 star rating for staff-to-student ratio
#1 in Australia most international staff
#1 in Australia most academic staff with PhD
11,000 undergraduates
7,000 postgraduates
4,000 staff
96% research above world standard (best in Australia)

Nobel Prize Winners
6 Nobel laureates among our staff and alumni including our Vice-Chancellor

1. Quacquarelli Symonds (QS) World Rankings 2022
2. Times Higher Education 2020
3. Good Universities Guide 2021
4. Times Higher Education 2020
5. Good Universities Guide – overall 2021
6. Excellence in Research for Australia (ERA) 2018
Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Information Technology Services (ITS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td>Application Services</td>
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<td>Department/Unit:</td>
<td>Application Services</td>
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<td>Position Title:</td>
<td>Systems Support Officer</td>
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<tr>
<td>Classification:</td>
<td>ANU Officer Grade 5/6 (IT)</td>
</tr>
<tr>
<td>Position No:</td>
<td>17851</td>
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<tr>
<td>Responsible to:</td>
<td>Manager, Application Services</td>
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<td>Number of positions that report to this role:</td>
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<td>Delegation(s) Assigned:</td>
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PURPOSE STATEMENT:

Information Technology Services (ITS) delivers digital solutions that enable the Australian National University to achieve its strategic goals: a student experience equal to the world’s best, and research that transforms society and creates national capability.

ITS has responsibility for the University’s digital ecosystem, and is leading the delivery of the Digital Master Plan, a 10 year strategic roadmap for the transformation of the University’s digital capability. ITS works in partnership with Colleges and Service Divisions in order to provide an engaging, seamless and safe digital experience that enables our students and staff to excel.

The purpose of this role is to provide technical application support services for AS to a wide range of ANU corporate systems. It plays a key part in assisting in associated lifecycle management activities for these systems, such as upgrades, change management, enhancements, issue resolution and escalation and vendor liaison, as well as ensuring their day to day continuity.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
Under the general direction of the Manager, Application Services, the System Support Officer with a shared responsibility with the AS team develops and supports AS solutions to enhance the core functions of the University. The role will require liaison with developers, system administrators, infrastructure specialists, business areas, and end users from within AS, ITS, and across the University. Liaison with external vendors and their support areas will also be required.

Role Statement:
Under the general direction of the Manager, Application Services, the Systems Support Officer will:

1. Provide 2nd and 3rd level technical support for applications in the AS portfolio in a timely and efficient manner, including provisioning and implementation, monitoring, code and data migrations, patching, and backup/restore, system maintenance, troubleshooting and issue resolution.
2. Assist in end-to-end processes required for system changes, including timely communications to key stakeholders in accordance with defined change management practices.
3. Draft and update detailed technical documentation including standard operating procedures and configuration documents.
4. Contribute to the assessment and analysis of system enhancement/improvement designs/requests and assisting in their development, configuration, testing and implementation.
5. Assist as directed, in major incident management and investigation of problems in systems and services. Support resolution by liaising with clients, vendors, other support staff, and management as required.
6. Contribute to review of user requirements and specifications. Assist in designing test cases and test scripts, mapping back to pre-determined criteria. Analyse and report on test outcomes, including identifying issues and risks.

7. Develop and maintain a working knowledge of technology developments affecting the supported systems and contribute to system lifecycle planning while working as a productive member of the team sharing knowledge and contributing ideas.

8. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

9. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling. Develop and maintain a working knowledge of technology developments affecting the supported systems and contribute to system lifecycle planning while working as a productive member of the team sharing knowledge and contributing ideas. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling.

SELECTION CRITERIA:

1. Tertiary qualification in Information Technology or an equivalent combination of relevant experience and education/training.

2. Demonstrated technical knowledge and experience in the development and support of IT systems and technologies, with an understanding of the application lifecycle including processes related to development, testing, change control, and operational support.

3. Demonstrated high level customer service and effective communication skills including developing written technical documentation and an ability to consult and liaise effectively with a wide range of stakeholders in a culturally diverse environment.

4. Proven commitment to service excellence with the ability to work effectively both individually and as a member of a multi-skilled team to deliver IT services from a diverse range of systems to a wide client base.

5. Highly developed problem-solving skills and the ability to work within limited timeframes and to meet deadlines.

6. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature: Date:

Printed Name: Uni ID:

References:

General Staff Classification Descriptors
Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346
Position Details

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In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University’s Health Surveillance Program where appropriate – see: http://info.anu.edu.au/hr/OHS/_Health_Surveillance_Program/index.asp. Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp

### Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties.

<table>
<thead>
<tr>
<th>TASK</th>
<th>regular</th>
<th>occasional</th>
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<tbody>
<tr>
<td>key boarding</td>
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<tr>
<td>lifting, manual handling</td>
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<td>repetitive manual tasks</td>
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<td>catering / food</td>
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<tr>
<td>preparation fieldwork &amp; travel driving a vehicle</td>
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<td>laboratory work</td>
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<td>spaces noise / vibration</td>
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<td>electricity</td>
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### NON-IONIZING RADIATION

- solar
- ultraviolet infra
- red laser
- radio frequency

### IONIZING RADIATION

- gamma, x-rays
- beta particles
- nuclear particles

### CHEMICALS

- hazardous substances
- allergens
- cytotoxics
- mutagens/teratogens/
- carcinogens
- pesticides / herbicides

### BIOLOGICAL MATERIALS

- microbiological materials
- potential biological allergens
- laboratory animals or insects
- clinical specimens, including blood
- genetically-manipulated specimens
- immunisations

**OTHER POTENTIAL HAZARDS (please specify):**

<table>
<thead>
<tr>
<th>Supervisor's Signature:</th>
<th>Print Name:</th>
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