



## Position Description

<b>College/Division:</b>	Office of the Vice Chancellor
<b>Faculty/School/Centre:</b>	ANU Advancement
<b>Department/Unit:</b>	Advancement Services
<b>Position Title:</b>	Senior Analyst, Advancement Systems
<b>Classification:</b>	ANU Officer Level 8 (IT)
<b>Position No:</b>	
<b>Responsible to:</b>	Advancement Information Services Manager
<b>Number of positions that report to this role:</b>	3
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The ANU Advancement (ADV) office leads the development, management and coordination of advancement activities at ANU. In alignment with the University's strategic priorities as a national institution committed to excellence in research, education and public policy development, ADV supports the University's objectives of deepening relationships with alumni and securing long-term philanthropic income.

The Senior Analyst – Advancement Systems is responsible for the provision of business analytical services to support the development and continuous improvement of the University's Client Relationship Management (CRM) and integrated systems. These activities include implementation of infrastructure solutions, business analytics, integrations and upgrades in support of and to inform fundraising, engagement and relationship management initiatives of the University.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Reporting to the Advancement Information Services Manager, and working closely with Advancement Services team members, the Senior Analyst – Advancement Systems supervises the System Configuration Officer, the Advancement Information Services Officer and Advancement Information Services Assistant. This position is responsible for the provision of business analytical services with respect to system configuration and integrity of the University's CRM and web interface systems. This includes, but is not limited to, analysis, technical design, documentation and training; defining and managing solution scope; developing business cases and driving and fostering a culture of continuous improvement and benefits management. They will also lead a team that is responsible for providing configuration solutions and data integrity and enrichment services to users across the University.

The Senior Analyst – Advancement Systems will play a key role in collaborating with key stakeholders and refining the strategic direction of activities relating to the CRM system. They are responsible for establishing and maintaining effective customer focused working relationships with business users, and will work proactively to identify and understand requirements, develop optimised solutions, and to effectively communicate and present these solutions.

#### Role Statement:

Under the broad direction of the Advancement Information Services Manager, the Senior Analyst – Advancement Systems will:

1. Engage collaboratively with stakeholders to understand their relationship management needs as they relate to the use of the CRM system; review, identify, plan, document and execute the development of technical improvements to the system infrastructure to manage the solution scope that meet these needs and align business with technology and the University's strategic goals.
2. Review and identify improvements to the system infrastructure and provide strategic advice that enables alignment of the system with the University's relationship management requirements
3. Supervise and provide effective leadership and guidance to team members, ensuring that all objectives and deadlines are met, supporting career development and knowledge sharing. Identify and contribute to the

continuous improvement of team processes and practices to ensure that a consistent level of service quality and deliverables are provided in all aspects of work.

4. Undertake all business analysis activities to ensure deliverables are produced and delivered on time, developed according to defined standards whilst ensuring that chosen approaches, methodologies and recommendations are appropriate and cost effective.
5. Maintain technical knowledge and actively participate in CRM system user communities to ensure that knowledge of system functionality and the development pipeline is current and relevant to business needs.
6. Conduct workshops, focus groups, deliver presentations and provide training and advice to stakeholders and users with respect to business analysis and project coordination services as required.
7. Identify and contribute to the development of team processes and practices to ensure that a consistent level of service quality and deliverable is provided in all aspects of the work.
8. Provide regular progress reports on all assigned work, advice on effort estimation of analysis activities and resource requirements.
9. Contribute to the development, review and implementation of strategic planning, best practice policy development and decision making processes.
10. Maintain knowledge of data privacy legislation and compliance with University policies relating to information/data management, and be responsible for applying this knowledge to system administration functions of the University's CRM system.
11. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
12. Perform other duties consistent with the classification of the position, and in line with the principles of multiskilling.

### SELECTION CRITERIA:

1. Progress towards relevant postgraduate qualifications with extensive relevant experience as a Systems Analyst in a complex environment, or an equivalent combination of experience and/or qualifications. Previous client relationship management system administration experience a definite advantage, preferably in an advancement setting.
2. Proven technical experience in managing, implementing and maintaining enterprise systems/databases, including operational frameworks in a continuous improvement context. Blackbaud systems experience is an advantage.
3. Demonstrated numerical, analytical and problem-solving skills and a high degree of attention to detail, with a proven ability to use initiative, investigate issues, collect and analyse data and to make recommendations on solutions.
4. Demonstrated experience in liaising with system vendors and user groups to identify new or enhanced system capabilities and assess their suitability for a particular environment.
5. Proven experience in the planning and formulation of strategies for the development of business solutions and experience in the evaluation, implementation and management of changes to business practices to improve efficiencies and effectiveness in system configuration, documentation and business processes.
6. Demonstrated high level interpersonal, oral and written communication skills, including the ability to articulate requirements to technical teams in a variety of ways and an ability to cultivate and maintain strong working partnerships with a diverse range of groups.
7. Demonstrated ability to manage and mentor a high performing team, with a proven commitment to service excellence and the ability to prioritise work to meet client requirements and deadlines
8. A demonstrated high level of understanding equal opportunity principles and a commitment to their in a university context.

**Supervisor/Delegate Signature:**

*K Connell*

**Date:**

*11/1/2019*

Printed Name:

*Kay Connell*

**Uni ID:**

*1060553*

### References:

[General Staff Classification Descriptors](#)