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, its 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 centred 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!
### 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 Application Services (AS) area within the Information Technology Services (ITS) Division provides development and technical support services for the University’s enterprise systems. The role will support AS activities through the provision of system, application and database administration, and technical application support services including but not limited to, application maintenance, patching, environment orchestration, code and data migrations, configuration management, change control, incident resolution, and performance tuning for a wide range of both off-the-shelf and internally developed systems.

### Key Accountability Areas:

#### Position Dimension & Relationships:

The position will report to the Integration and Database Manager or Team Lead. The role will require liaison with developers, system administrators, infrastructure specialists, business areas, and end users from within ES, ITS, and across the University. Liaison with external vendors and their support areas will also be required.

#### Role Statement:

Under the broad direction of the position’s supervisor, the incumbent:

1. **Database administration**
   
   Drafts and maintains procedures and documentation for databases. Manages database configuration including installing and upgrading applications and maintaining relevant documentation. Contributes to the setting of standards for database objects and ensures conformance to these standards. Monitors database activity and resource usage. Optimises database performance and plans for forecast resource needs. Evaluates potential solutions, demonstrating, installing and commissioning selected products.

2. **Application and System Administration**

   Provide 3rd level technical support for Application environments, and act as an escalation point for the wider ICT team for technical issues. Develop and maintain a sound understanding of enterprise applications in how the systems are used, system integrations and application architecture. Monitor system performance to ensure targeted service levels are delivered consistently. Use a security first access management and application patching.

3. **Environment Orchestration**

   Develop and implement orchestration principles over a wide range of services to ensure scalability and reliability.

4. **Change management**

   Assesses, analyses, develops, documents and implements changes based on requests for change.
5. Release and deployment
   Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests
   in coordination with testers and component specialists maintaining and administering the tools and
   methods – manual or automatic – and ensuring, where possible, information exchange with configuration
   management. Ensures release processes and procedures are maintained.

6. Problem management
   Investigates problems in systems and services. Assists with the implementation of agreed remedies and
   preventative measures.

7. Testing
   Reviews requirements and specifications and defines test conditions. Designs test cases and test scripts
   under own direction, mapping back to pre-determined criteria, recording and reporting outcomes.
   Analyses and reports test activities and results. Identifies and reports issues and risks associated with
   own work.

8. Other duties consistent with the classification of the position.

9. The role will at times require effort outside standard hours.

10. Complies with all ANU policies and procedures, in particular ANU Code of Conduct and those relating to
    work health and safety, and equal opportunity.

SELECTION CRITERIA:

1. Postgraduate qualifications and extensive relevant experience, or an equivalent combination of training
   and extensive relevant experience.

2. Demonstrated knowledge of, and extensive significant experience in, the understanding of secure
   contemporary large scale multi-user business solutions delivering services through on-premise platforms,
   utilising cloud services, or via a hybrid model.

3. Demonstrated technical knowledge of and extensive significant experience in the system and application
   administration of IT systems and technologies, in particular of n-tier database driven web applications,
   and a demonstrated understanding of the entire application lifecycle including processes related to
   development, testing, change control, and operational support.

4. Demonstrated understanding and implementation of orchestration principles to automate the
   arrangement, coordination and management of complex computer systems, middleware and services
   within the computing environment, and direct automated processes to support larger workflows.

5. Proven commitment to client service and demonstrated high-level written and oral communication and
   interpersonal skills, including the ability to communicate clearly, consult, negotiate and liaise with
   colleagues in a team environment, with senior managers, and clients both internal and external to the
   organisation.

6. Demonstrated capacity for innovation, flexibility, and agility. Ability to exercise initiative and flexibility,
   embrace change, learn, contribute new ideas, and thereby contribute to innovation and process
   improvement within the organisation.

7. Demonstrated ability to participate and lead as an active member of teams, either virtual or physical,
   operational or project related, with membership drawn from within ITS, within ANU, or external
   representation.

8. A demonstrated high-level understanding of equal opportunity (EO) principles and a commitment to the
   application of EO policies 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: __________________________ Position: CIO

References:
General Staff Classification Descriptors
Academic Minimum Standards
Pre-Employment Work Environment Report

Position Details

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Position Title: Application & Database Administrator  
Classification: ANU Officer 8

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.

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NON-IONIZING RADIATION

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CHEMICALS

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<td>clinical specimens, including</td>
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BIOLOGICAL MATERIALS

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OTHER POTENTIAL HAZARDS (please specify):


Supervisor’s Signature:  
Print Name:  
Date: