POSITION DESCRIPTION

Senior Systems Analyst

Position Summary

The Division of Research at UNSW is responsible for the strategic research direction and overall research performance of the University, and in particular, maintaining and advancing the University's profile in research and research training.

Research Analysis, Data and Reporting (RADAR) is a dedicated unit established to support the goal of continuously improving UNSW's position as a leading research-intensive university in Australia. It is responsible for reporting on the University's research activity and performance, its position in various world university rankings, ensuring the University's strong performance in the ARC's Excellence in Research for Australia (ERA) and Engagement and Impact (EI) exercises, developing, enhancing and maintaining the Division's research metric tool 'BORIS'; and providing divisional support for research applications together with business improvement and integration services to ensure all systems are effectively meeting business requirements.

The Senior Systems Analyst is a dedicated position responsible for delivering high-level technical services to drive the implementation of a new research ethics online system. This position will provide business analysis, systems configuration, reporting, data migration and testing services to ensure the system meets the necessary technical and business requirements of the university.

The role of Senior Systems Analyst reports to the Manager, Systems and Reporting and has no direct reports.

Accountabilities

- Develop a detailed understanding of systems and processes related to Research Ethics Compliance to effectively implement technical solutions that meet the needs of the business.

- Lead and manage the technical enhancement of the research ethics system based on business requirements and provide extensive recommendations for process improvements where appropriate.
Perform comprehensive and systematic user acceptance testing to ensure that system deployments and patches are fit for purpose and any potential bugs are minimised.

Lead complex technical projects and manage the development, implementation and maintenance of the new research ethics based system.

Effectively use project tracking and knowledge sharing tools (e.g. JIRA and Confluence) and ensure all related documentation is appropriately maintained and up to date.

Manage and develop wireframes, flow charts and system maps to communicate potential solutions to stakeholders.

Work effectively individually and as part of a team in a fast-paced and deadline driven environment.

Provide recommendations and high-level advice to the Division of Research and Enterprise leadership team on risks and issues that may impact on the scope, budget or schedule of the project.

Manage the delivery of accurate and timely reports to meet the University's research reporting and information needs, including the development of automated standardised reports to support the core operations within the Research Ethics and Compliance team.

Establish and maintain strong, collaborative working relationships with internal UNSW departments and external vendor(s) to foster engagement in the project.

Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

Cooperate with all health and safety policies and procedures of the university and ensure hazards and risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- Tertiary qualification in a relevant degree with extensive experience in systems analytics or an equivalent level of knowledge gained through any other combination of education, training and experience.
- High-level conceptual, analytical and problem-solving skills and demonstrated ability to translate complex business requirements into effective technical solutions.
- Extensive experience implementing new systems or major changes to an existing system in a complex environment, including providing business analysis, process mapping, data migration, wireframing, systems configuration, and user acceptance testing services.
- Demonstrated high-level organisational and time management skills, with an ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Outstanding written and verbal communication skills, including the ability to produce a wide range of written communication such as reports, briefings, policies, guidelines and procedures.
- Demonstrated ability in preparing ad-hoc reports using data from multiple sources (e.g. HR, Student, Publications, Grants) via a variety of reporting tools (e.g. PowerBI, Excel, SQL).
- Experience eliciting client requirements, collecting and analysing data, and resolving issues.
- Demonstrated experience in stakeholder engagement and requirements gathering for large-scale business process change and/or information system implementations.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Ability and capacity to implement required UNSW health and safety policies and procedures.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.