POSITION DESCRIPTION

Integration Analyst

Position Summary

The Integration Analyst will play a key role within Corporate Services Integration domain in IT. The Integration Analyst’s role is to plan, coordinate, and supervise activities related to the integration of applications into UNSW information systems. This individual is responsible for planning and coordinating the processes required for the provision of interfaces and data exchange/distribution necessary for UNSW operations.

This position reports to Head of Integration and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Plan, execute, and manage the integration of new applications into existing network infrastructure, systems, and software throughout the enterprise.

- Develop custom middleware to assist in the transformation and control of data between systems.

- Manage deployments to reduce risk and provide production support where required.

- Where applicable, investigate and qualify potential areas in which to introduce Web services.

- Participate in and support capacity planning and the development of long-term strategic goals for systems and software in conjunction with end-users and department managers.

- Collaborate with technology team members, end users, and other stakeholders in the testing of new Interfaces and applications.

- Ensure that any new integration solution meets functional requirements, system compliance, and other specifications.
• Review, analyse, and report on the effectiveness and efficiency of existing interfaces and develop testing strategies for improving or leveraging these systems.

• Proactively identify complex risks and issues, work with the team to ensure appropriate solutions are in place.

• Identify and evaluate business requirements for one or more systems or process areas. Investigate, analyse and document business processes and the underlying business model for a system or process area.

• Provide functional level 2 and 3 support to system and process owners on business processes, implement functionality, and business system capabilities.

• Support leadership in optimising the way in which the integration sub domain work, including practices, organisation, and resourcing to promote team dynamics and opportunities for continuous improvement.

• Be actively involved in communications with key stakeholders, both internal and external and provide influential input with stakeholders to achieve business outcomes.

• Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process. Build and execute product functional test plans prior to release to end-users.

• Develop operational and user guides and develop and deliver end-user training.

• 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 take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training, and experience.

• 2-3 years of experience working on Middleware platforms i.e. Oracle Service Bus, Microsoft Azure platform and native integrations. Experience with Microsoft Azure Data factory is desirable but not essential.

• Demonstrated experience in requirements gathering, use cases documentation, gap analysis, systems design, and integration.

• Knowledge of and experience in a range of application development methodologies including ‘agile’, ‘waterfall’, ‘lean’ and ‘rapid’ application development methodologies.

• Strong knowledge and competency in the use of professional tools i.e. JIRA, confluence, Testing tools (Selenium) etc.

• Well-developed skills in the use of standard office toolsets including word processors, spreadsheets, drawing/diagramming tools (e.g., Visio), presentation tools (e.g., PowerPoint) and project management tools (e.g., MS Project).

• Sound consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.
- Excellent analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
- Advanced written and verbal communication skills, with a high level of attention to detail for deliverables produced.
- Demonstrated success working effectively and collaboratively on initiatives with a range of people at different levels within an organisation.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

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.