POSITION DESCRIPTION

Research Data Support Officer (Data Visualisation)

Position Summary

The Research Data service portfolio supports UNSW researchers by supporting Research Data storage and Research Data tools platforms. Portfolio activities include consulting on research projects; supporting shared data storage platforms and tools; implementing best-practices; training and community building initiatives; auditing and reviewing of research data management plans for highly sensitive or complex datasets, providing policy advice to researchers and input into campus data storage and data management projects.

The Research Data Support Officer (Data Visualisation) is responsible for providing subject-matter expertise and best-practice advice and outreach for research data visualisation tools, platforms, and practices.

This role has a specific focus on providing advice and support relating to UNSW supported data visualisation hardware and software. This role will also support other data tools and ad-hoc data visualisation projects within UNSW. The role will be based on-site at POW Hospital and UNSW campus in Randwick. The role will have an initial focus on medical visualisation.

The role of Research Data Support Officer reports to the Research Data Team Lead in the Research Technology team and has no direct reports.
**Accountabilities**

Specific accountabilities for this role include:

**Level 7**

- Provide hardware and software tools support to UNSW researchers on our current and emerging tools in the portfolio area (Data Visualisation).
- Ensure the supported (data visualisation) tools (both hardware and software) are operational, safe for use and maintained to agreed standards.
- Review and audit data practices to ensure a high level of compliance and identify data risks.
- Provide timely and accurate reports for agreed service areas.
- Engage with UNSW researchers, to deliver relevant and timely advice and support related to their research activities by responding to their data queries.
- Contribute to the development and promotion of best practice guidelines, processes and procedures for using Data Tools in consultation with UNSW researchers, Data Governance, and UNSW IT.
- Contribute to training and engagement activities (both formal and informal) and ensuring service alignment with other UNSW and external service providers.
- Maintain effective relationships with internal and external stakeholders. This includes researchers, and other support staff at UNSW.
- Assist with Data Storage, Data Tools or Data Management projects from time to time with direction from the Research Data Team Lead.
- 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 psychosocial or physical health and safety of yourself or others.

**Level 8 (in addition to Level 7)**

- Supervise junior technical or project staff as required.
- Manage ongoing technical implementations of new data tools in the portfolio area (data visualisation).
- Directly contribute to projects that require expert knowledge in portfolio area (data visualisation hardware and software tools).
- Manage the development and implementation of a campus-wide services including establishing and running a regular community-of-practice and associated service communication and marketing activities for the portfolio area (data visualisation).
- Maintain expert knowledge of data management best-practices and all UNSW data policies and procedures with specific knowledge of best practices for dealing with medical data.
- Develop, contribute to and implement best practice policies, guidelines, processes and procedures in portfolio area in consultation with UNSW researchers, Data Governance, and UNSW IT.
• Represent Research Technology services for areas of responsibility within UNSW or at external meetings and conferences.

Skills and Experience

Level 7
• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
• Proven experience providing support for Research Data activities in the portfolio area (Data Visualisation) or working as a researcher with large or complex datasets, in environments such as a University, eResearch, or Scientific Organisation at a project or whole-of-organisation level.
• Proven experience delivering technical or policy advice to academic researchers or equivalent groups and the ability to implement service promotion activities independently.
• Excellent written and verbal communication skills, with a high level of attention to detail for deliverables produced.
• Excellent interpersonal skills, with the ability to foster lasting relationships across a diverse range of stakeholders while demonstrating UNSW behaviours.
• Demonstrated ability to work independently and manage own workloads.
• Ability to work in a team and prioritise in a challenging environment including flexibility in dealing with multiple assignments and working independently on several projects simultaneously.
• An understanding of current Data Management principles and the Australian Code for the responsible conduct of research.
• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Level 8 (in addition to Level 7)

• Experience supervising and mentoring junior staff in a technical setting.
• Demonstrated subject matter expertise in assigned portfolio area (Data Visualisation) including managing and supporting systems with significant business criticality, importance or scale.
• Demonstrated experience managing the development and implementation of new services, policies and procedures or training programs within a large organisation.
• Demonstrated experience managing and contributing to time-sensitive software or hardware implementation projects.
• Demonstrated subject matter expertise with Data Management principles and the Australian Code for the responsible conduct of research and other legislative and policy frameworks which apply to Research data in Australia.
• An understanding of the current Australian National eResearch Infrastructure landscape and current national activities for assigned portfolio area.
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.