POSITION DESCRIPTION

Specialist – PeopleSoft

Position Summary

The Specialist – PeopleSoft provides specialist services in relation to the implementing, managing, operating, supporting and monitoring of the IT Managed Systems environment for all of UNSW. This role may support across virtual environments including Application, Networking, and other Microsoft and Linux related environments providing services to UNSW staff, students and alumni.

The position is part of UNSW IT but will work closely with the Faculties and Divisions to ensure the services operate within their defined metrics and to maximize uptime for the UNSW environment.

The role of Specialist - PeopleSoft reports to the Team Leader and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Develop, build and implement services that deliver to stakeholder requirements in a standard operating environment across the organisation.

- Manage and support the UNSW IT Managed Systems to ensure service level agreements are achieved and the environment uptime is maximized.

- Provide specialist level services and advice in relation to the implementing, management and operation of the IT Managed environment for all of UNSW.

- Undertake advanced problem diagnoses and correction, and act as the point of escalation for relevant technologies across the organisation according to assigned priorities and timeframes.

- Monitor and apply new releases and patches to platforms and applications and make recommendations to the Team Leader on implementation and testing strategies.
• Be responsible for the implementation of end-to-end infrastructure solutions, ensuring ownership and accountability for the implementation of all deliverable outcomes.

• Review and update policies, procedures and other documentation required to support the UNSW IT Managed Systems.

• Provide services and advice in relation to the implementing, management and operation of the UNSW IT Environment.

• Be available for On-Call / After Hours support on a rotating basis, typically one week per month as well as weekend and After Hours work as required.

• Oversee and manage the delivery of services and initiatives to achieve operational and strategic goals.

• Support effective communications with key stakeholders, both internal and external to meet business objectives and requirements.

• 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

• Tertiary qualification in at least one or more relevant domain disciplines (Cloud, Linux, Windows, Database, Networking) with extensive industry experience or equivalent level of knowledge gained through any other combination of education, training and/or experience in implementing, configuring, maintaining and supporting a large scale IT environment.

• ITIL Foundation or equivalent experience as well as relevant industry certification(s) or equivalent.

• Demonstrated high level knowledge of Cloud and Virtualization environments.

• Sound understanding of Change Control methods for adding, removing or changing software, hardware and configurations in production and non-production environments

• Proven commitment to customer focused and outcome focused solutions that mobilise strategic outcomes quickly.

• Conceptual experience in the development and implementation of policies and procedures, network design and other support documentation.

• Advanced written and verbal communication skills, with a high level of attention to detail for deliverables produced.

• High level of experience working with a range of computer systems and applications, including Windows, Linux, Database and Networking in both a physical and Virtual/Cloud environment.

• 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.

• Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
• 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.