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 Systems Analyst is responsible for providing technical & business analysis, process improvement, and systems administration expertise within RADAR. This position will support the maintenance & management of research systems and provide technical services to enable & streamline research data administration.

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

Accountabilities

Level 6

- Develop an understanding of university research data administration (HDR, Grants, Ethics) to ensure research applications and reporting solutions are aligned with business requirements.

- Provide assistance with the preparation and management of data to meet the University's requirements for statutory reporting and research data submissions.
• Support the implementation of system patches and reports by conducting user acceptance testing, ensuring the solution is accurate, and fit for purpose.

• Liaise with appropriate University business units and vendors in the delivery of system improvements to resolve issues, enhance functionality, and deploy new modules and applications.

• 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.

• Provide high-quality reporting and system client support for internal and external stakeholders, and proactively implement initiatives to improve user satisfaction.

• Develop and maintain forms with workflows within research administration systems or using dedicated tools (e.g. MS Forms, PowerApps, PowerAutomate).

• Provide business analysis and systems analysis services by identifying issues, improving business processes, developing wireframes, and supporting the lifecycle of business intelligence and software development.

• Liaise with appropriate University business units and vendors in the delivery of system improvements to resolve issues, enhance functionality, and deploy new modules and applications.

• 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.

Level 7

• Supervise and coordinate the patching of research applications through enhancements and bug fixes by liaising with the appropriate business units and vendors.

• Develop and maintain Robotic Process Automation solutions to streamline processes, improve turnaround times, and reduce manual tasks.

• Provide technical expertise of systems and database packages and demonstrated experience in coordinating the maintenance and improvement of enterprise systems.

Skills and Experience

Level 6

• Tertiary qualification in a relevant degree with demonstrated relevant experience or an equivalent level of knowledge gained through any other combination of education, training and experience.

• Demonstrated technical proficiency in the development and maintenance of online applications (MS Forms / Power Apps, HTML, CSS, JavaScript, PHP)

• Proficiency in the use and administration of enterprise systems (HR, Student, Research, Finance)

• Attention to detail with a methodical approach to work, ability to identify technical issues, contribute to business process improvements, and the ability to clearly document progress and solutions using software.

• Demonstrated ability to prioritise effectively and meet deadlines in a fast-paced environment, and to adapt positively to shifting priorities.
• Excellent verbal and written communication skills and the ability to convey complex technical concepts clearly and effectively to a range of audiences.

• 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.

Level 7

• Demonstrated experience in the development and maintenance of Robotic Process Automation solutions (e.g. UiPath, iMacros, Python).

• Demonstrated 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.

• Excellent organisation and 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 outstanding capability in analytics and information interpretation, with the ability to develop high-quality reports and deliver strategic insights.

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.