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POSITION DESCRIPTION

IT GRADUATE

Position Level	Level 4
Faculty/Division	Operations
Position Number	ADMIN ONLY
Original document creation	October 2021

Position Summary

The Graduate program will consist of 3 rotations (6 months in a directorate) with an opportunity to gain varied and valuable experience. Within this program you will be assigned a mentor who will be available every step of the way to assist and provide support. Meaningful work will be provided to ensure that you develop your skill set with expected learning along the way. On a day-to-day basis you may find yourself working on a project, reviewing commercial relationships and contracts, working on new code development, bug-fixing, or taking part in workshops as part of new system deliveries.

Our rotational Graduate Program allows you to enjoy multiple experiences, roles and exposure in teams such as:

- Strategy, Architecture and Portfolio (SAP)
- Student, Academic and Research Solutions (StARS)
- Corporate Services
- Customer Service Delivery
- Cyber Security

As you move through the rotations you will gain experience in analysis, coding, risk management, strategy, establishing roadmaps, working with our world class consulting partners and delivering market leading tools and platforms to become an IT leader.

Accountabilities

Specific accountabilities for this role include:

- Participating in IT projects that provides a need for the community of UNSW
- Provide project support and coordination working collaboratively with team members
- Support IT leaders to assist on project planning, initiation, delivery, testing and implementation

- Provide support for operational needs of the university as defined in each rotation
- Provide a high level of customer service through front line and second level support processes
- Participate in analysis and development across a range of technologies and domains
- Generate and create reports ensuring data integrity, validation and analysis is carried out correctly
- Interact and engage with both internal and external stakeholders on tasks, projects, and troubleshooting
- Support software development, solution architecture and SOW development
- 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 and safety of yourself or others

Skills and Experience

- Relevant tertiary qualification and be either in your final year of university or have graduated in the last one to two years
- Demonstrate competencies with problem solving, decision-making, persuasiveness, delegation, teamwork, conflict management and stress tolerance
- Strong presentation skills, both written and verbal, and the ability to structure and articulate messages to different audiences at all levels
- Strong analytical and problem-solving skills, ensuring that the underlying problem is understood, and a robust approach / solution is developed
- Experience in customer service and stakeholder engagement
- 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.