Senior Systems Support Analyst

College/Division	Division of Future Students
School/Section	Student Systems and Administration
Location	Hobart
Classification	HEO 8
Reporting line	Reports to Systems Support Manager

Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and cultural future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

We are seeking to appoint a Senior Systems Support Analyst in the Student Systems and Administration department, which is part of the Future Students division.

The Future Students division is responsible for the initial stages of the student lifecycle and includes portfolios such as marketing, engagement, applications, recruitment, partnerships, and enrolment. Future Students are a key service provider ensuring the University delivers a sustainable pipeline of student numbers across the three major sectors and delivers outcomes that facilitate our student's future success.

The Senior Systems Support Analyst is a key role in the Student Systems and Administration team, working with a professional team charged with the delivery of front-line student systems support for day-to-day operations including support processes; incident and issue tracking; workload monitoring, escalation, and resolution. The team is also responsible for system administration activities including access management, system upgrades, maintenance of standard codes, system variables and other restricted configurations.

This role is responsible for developing and maintaining expert knowledge across the range of student systems and for responding to the University's institutional data reporting requirements by conducting requirements analysis and report design, development, testing and implementation. As a senior team member, the incumbent will also support the Systems Support Manager, including assisting team leadership activities, providing training and mentoring for team members, and contributing to operational planning.

The Senior Systems Support Analyst will also coordinate and perform technical tasks to implement system configuration changes, software updates, and hotfixes across student systems, including, impact analysis, outage management, environmental management and testing of existing system upgrades and new systems deployments. Critical to this function will be a strong ability to coordinate activity across stakeholder groups, including IT Services and vendor support teams.

We are an inclusive workplace committed to 'working from the strength that diversity brings' reflected in our Statement of Values. We are dedicated to attracting, retaining, and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. **Tell us how we can make this job work for you.**

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.

What You'll Do

- Develop and maintain an expert knowledge of data elements, student systems and business processes from both a functional and technical perspective. Create and maintain documentation to assist users in operating systems and associated business processes, including self-help information sheets or training documentation

- Respond to institutional data requests, performing consultation, analysis, development, testing, and implementation, including for complex scenarios requiring the combination of data form multiple systems, using varying technologies, including direct database queries and API calls

- Contribute to the leadership of the Systems Support team including, workload allocation and monitoring, and progress reporting, particularly on occasions when the Systems Support Manager is unavailable

- Coordinate and carry out the implementation of software releases, configuration changes, updates, and hotfixes across student systems

- Research and identify system changes, including to configuration, reports, forms and correspondence, both in response to changing legislative and business requirements, software updates and University policies, and independently, as opportunities to improve business processes

- Specify, prototype, and test changes to system functionality, including the modification of system configuration options and programmatic changes, the development and execution of test cases, the recording and analysis of results and reviewing and updating documentation

- Design and implement user access profiles and regimes to algin with operational requirements, following 'least privilege' principals, including developing and maintaining instruments for access auditing

- Provide training and mentoring for other members of the Systems Support team, and other expert systems operators in the broader Student Systems and Administration team

- Participate in and assist with the management of projects relating to continuous improvement activities or identified functional issues, including timely and accurate reporting on the status of issues, risks, and timelines

- Represent the System Support Manager and the University, in fora including internal committees and expert theme and technical working groups, national networks including vendor user groups and in liaison with other external partners and parties as required.

What We're Looking For (success criteria)

- Strong technology platform fluency with a deep understanding of contemporary IT protocols and operating environments and platforms, including expert knowledge of Microsoft Windows Server, Microsoft SQL Server, Microsoft SSRS, Oracle, Crystal Reports, and SOAP and REST APIs

- High level of analytical and problem-solving skills, including the ability to interpret system problems or requirements, investigate issues, document scenarios, and to formulate, develop, test, and implement solutions

- High level oral and written communication skills, including an ability to engage effectively with internal staff, and other University members, vendors and external networks

- Experience leading a team including developing people and team cultures to create a highly engaged and skilled workforce to deliver outcomes in complex or demanding systems environments

- Effective organisation, planning and coordination skills to manage multiple priorities across systems, budget, people, reporting, project and strategic priorities whilst ensuring effective business continuity and day-to-day deliverables are achieved

Other position requirements

- Occasional intrastate/ interstate travel

- Willingness to undertake a medical assessment based on meeting the inherent position requirements

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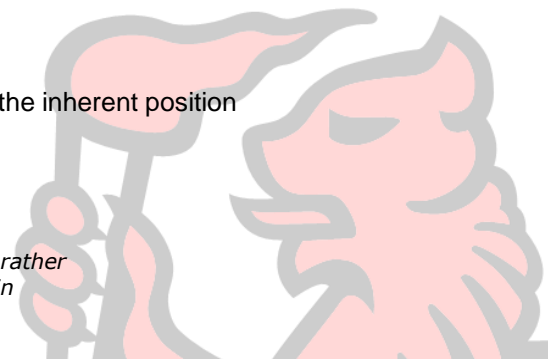
University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our Strategic Direction strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

https://www.utas.edu.au/jobs

https://www.utas.edu.au/ourvalues

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