Systems Support Manager

College/Division	Division of Future Students
School/Section	Student Systems and Administration
Location	Hobart
Classification	HEO 9
Reporting line	Reports to Director Student Systems and Administration

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 Student Systems Manager 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 Student Systems Manager is a key leadership role in Student Systems and Administration, with responsibility for driving outcomes across the suite of budgetary, reporting and strategy requirements for the Student Systems team. The role leads a team of professional staff charged with the delivery of frontline student systems support, and oversees day to day operations including support processes, incident and issue tracking, workload monitoring, escalation and resolution.

The Manager will also be relied on as a subject matter expert and has responsibility for maintaining visibility of, and planning for software releases, updates, and hotfixes across student systems, including scheduling, impact analysis, outage management, environmental management, testing and project management of existing system upgrades and new systems deployments. Critical to this function will be a strong ability to negotiate and coordinate activity across IT services, execution and overall coordination of software upgrades and hotfixes.

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.**

What You'll Do

- Lead the Systems Support team including staff engagement, performance and career development, portfolio allocation, workload monitoring and progress reporting.
- Effectively drive team governance and performance, including budget allocation and the Systems Support cost centre, strategy tracking and delivery, and present divisional level reporting on projects and performance including contributing to institutional level reporting.
- Utilise sound Student Systems expertise and technical skills to effectively engage and consult with a broad range of stakeholders across the University who either utilise or provide technical support for

student systems.

- Monitor, plan and coordinate the implementation of software releases, updates and hotfixes across student systems.
- Oversee development, implementation and maintenance of user support resources, including continued development and refinement of training materials, self-help resources and in-system user assistance options.
- Manage projects relating to continuous improvement activities, infrastructure improvement, identified functional issues and new system implementations, including timely and accurate reporting on the status of issues, risks and timelines.
- Coordinate user access management to student systems, including access request processes, role definition, as well as role authorisation audits, ensuring only suitable authorised users are provided with access and that data confidentiality is maintained
- Undertake other duties as assigned by the supervisor.

What We're Looking For (success criteria)

- Strong technology platform fluency with a deep understanding of contemporary IT protocols and operating environments
- High level oral and written communication skills, including an ability to engage effectively with internal staff, and also interpret and communicate systems matters to a broader audience in an engaging way.
- 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
- Demonstrated ability to identify and execute improvement activities, launch and deliver projects and undertake sound processes associated with continuous development and refinement in effective Systems Support.
- The ability to negotiate and influence with a wide range of stakeholders through varied mediums, providing accurate and compelling reporting and presentations, personal rapport and credible subject matter expertise.
- 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.
- Any other work as reasonably required

Other position requirements

- Regular intrastate/ interstate travel
- Willingness to undertake a medical assessment based on meeting the inherent position requirements

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.
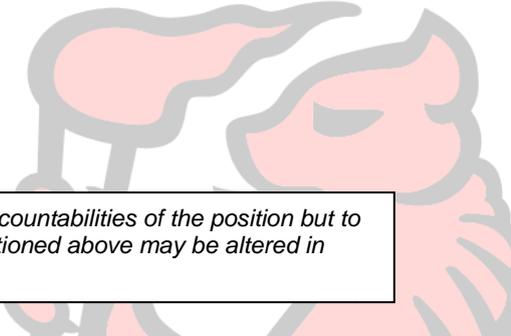
More information:

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.

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

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