Position Title: InPlace System Manager

College/Division  College of Health and Medicine
School/Section  College
Location  Burnie / Launceston / Hobart / Sydney
Classification  HEO 7
Reporting line  Reports to Manager, Professional Experience Placement. The InPlace System Specialist reports to this position.

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.

Quality Professional Experience Placements (PEP) are integral to the professional degree programs offered by the University. The InPlace System Support team communicates consistency of processes, guidelines and procedures related to PEP and manages the student placement management software called InPlace.

The InPlace System Manager will play a leading role in providing a customer and strategy centred service approach to ensure InPlace supports business requirements and will be responsible for the oversight, input into and decision making around system developments, upgrades and integration with other UTAS and external systems. Provision of expert technical advice and determination/initiation of action, relating to system usage, in achieving College goals. Other key responsibilities include managing the InPlace System Support team, mobilising the team to design and deliver training materials, be a key figure in user training sessions, managing master data and the design of the reporting environment and oversight of all support requests to ensure that service level quality is maintained.

Support is provided for the College of Health and Medicine and for the College of Arts, Law and Education, with scope for further growth. This position is College of Health and Medicine based and supports PEP activities on all campuses.

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

- As a recognised expert in InPlace, provide specialist advice to current and potential users on how InPlace can be used to support identified business processes. Manage the new discipline integration process and to be a leader in key governance forums, such as the SURG (System User Reference Group).
- Oversee the management of InPlace support calls, ensuring that calls are appropriately triaged and resolved for InPlace users. Ensure that identified themes in user knowledge and system gaps, are strategically addressed to ensure there are adequate fixes to these issues. Where required, mobilise the InPlace team to design and deliver training materials to support all users.
- Manage master data, including quality assurance of imported data and design of the reporting environment. This includes the retrieval of data and performing the initial analysis to assess the quality of extracted data.
- Provide oversight, input and decision making around version upgrades, maintenance, new developments and enhancements. This includes regular liaison and communication with the software vendor and other key stakeholders, oversight of system testing, archiving and data retention, communication with users and final release rollout to the production environment.
• Influence UTAS ITS in the planning, architecture, design and development of solutions when integration of InPlace and other systems is required, in meeting the needs of the College.
• Identify and initiate system development opportunities to better support the role of PEP in achieving College strategic goals.
• Manage the workload and tasks allocated to InPlace System Support team members to assist with meeting key deliverables. Conduct regular performance management sessions in line with UTAS performance management guidelines, including the recommendation to Manager, Professional Experience Placement of appropriate staff development for team members.
• Other tasks as directed by Manager, Professional Experience Placement that supports Professional Experience, through the use of InPlace.

What We’re Looking For (success criteria)

1. A degree qualification in a relevant field with significant subsequent work experience, or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated significant experience in software application management to meet the needs of organisations. Strong applied IT skills to undertake system technical tasks as an expert user, manage data interfaces and creation of quality reporting.

3. A strong understanding and/or experience in delivering effective IT service management within an organisation. This includes being the central point of contact between service providers and users/customers on a daily basis.

4. Excellent interpersonal, written and verbal communication skills, including ability to negotiate outcomes for agreed business needs. A demonstrated ability to manage multiple stakeholders to achieve positive outcomes.

5. Leadership skills with the ability to contribute positively as a team member, develop and foster teamwork in others, and ensure achievement of team goals; including proven experience in management/supervision of team members.

6. Well-developed project management skills, with an ability to act independently, manage timelines, set priorities and meet deadlines.

7. Demonstrated experience in identifying and analysing business requirements including gathering information and documentation, e.g. writing business processes and/or specification development or equivalent.

8. Demonstrated ability to analyse and diagnose system and business process issues, and proven success in developing and communicating effective and innovative solutions, with a high attention to detail.

Other position requirements

• Broad strategic direction is provided by the Manager, Professional Experience Placement, with operational activities associated with InPlace and the InPlace System Support Team, managed by the InPlace System Manager. Tasks are performed with a high degree of autonomy, exercising appropriate decision-making skills, under the general direction of the Manager, Professional Experience Placement.

• The incumbent will exercise professional judgement in the execution of their role including being proactive in identifying and implementing improvements in operational aspects related to InPlace.

• A detailed knowledge of administrative procedures and the interrelationships between policies and activities, is required.
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


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.