Position Description

Student Management System-Quality Assurance Officer

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<tr>
<th>Faculty/Portfolio</th>
<th>Division of Student Administration</th>
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<tr>
<td>School/Centre</td>
<td>Student Information Services and Systems</td>
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<td>Basis of Employment</td>
<td>Full time (36.75 hours) and Fixed term until 30 September 2020</td>
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<tr>
<td>Primary Location of Work</td>
<td>Geelong Waurn Ponds Campus (preferred) or Melbourne Burwood Campus</td>
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<td>Classification</td>
<td>HEW 6</td>
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<tr>
<td>Reporting Line</td>
<td>Student Management Systems Co-ordinator, Quality Assurance</td>
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ABOUT DEAKIN

Deakin University is proud to be recognised as an organisation that offers a friendly, supportive and challenging working environment. Our staff are committed to making a genuine difference to people’s lives through excellence in education and research. We acknowledge the importance of providing a dynamic and diverse working environment and offer variety in day-to-day roles as well as professional development opportunities to assist staff to grow and progress their careers. Deakin University staff have the opportunity to interact with colleagues from a diverse range of cultures and professional backgrounds, all of whom share a common interest in lifelong learning.

Deakin is Australia’s sixth largest university and ranks first in Victoria for both student satisfaction and graduate employment. Deakin operates five campuses; the Cloud Campus, Melbourne Burwood Campus, Geelong Waurn Ponds Campus, Geelong Waterfront Campus, and the Warrnambool Campus. We have corporate centres in Melbourne’s CBD, and at the Burwood, Waterfront and Waurn Ponds campuses, as well as offices in South Asia, China, Indonesia, Latin America, Europe, Malaysia, Vietnam, Pakistan and Singapore.

WHY WORK FOR OUR UNIVERSITY?

DEAKIN’S PROMISE TO EQUITY, DIVERSITY AND INCLUSION

At Deakin we value diversity, embrace difference and nurture a connected, safe and respectful community. Deakin is an Employer of choice for Gender Equality, a proud member of the SAGE Athena SWAN program seeking gender equity for Women in STEMM, and a Gold award holder in the Australian Workplace Equality Index for LGBTI inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sex and genders.

deakin.edu.au/about-deakin/careers-at-deakin
POSITION OVERVIEW

The primary purpose is to support the Student Management System Co-Ordinator – Quality Assurance, to develop and maintain quality assurance procedures in relation to the University’s Student Management System (SMS) and divisionally owned applications. The position is responsible for identifying and resolving data and procedural anomalies and ensuring correct audit procedures are in place.

DSA is responsible for student admissions, RPL office, enrolments, records, fee and scholarship administration, curriculum maintenance and publication, assessments, graduations, SSN and Student Central Hubs, and all student management systems that underpin these functions.

The Student Information Services and Systems team supports innovative and streamlined student systems for both students and staff. The team aims to create and maintain intuitive systems that enhance the self-service experience for staff and students. They are responsible for oversight, delivery and configuration of the underpinning systems that support our core business and services to students.

Key Relationships:

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<th>Internal</th>
<th>The position:</th>
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<td>reports to the SMS Co-Ordinator, Quality Assurance</td>
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<td></td>
<td>liaises and regularly interacts with staff within DSA regarding business processes and other projects</td>
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<td></td>
<td>has regular contact with staff from Deakin eSolutions, the Strategic Intelligence and Planning Unit, Deakin International staff, Faculty staff and the wider University community to provide support on the operations of the Student Management System</td>
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PRIMARY RESPONSIBILITIES

- Proactively maintain the integrity and security of data held within the Student Management System; this will include investigating and resolving data integrity issues ensuring the root cause is identified and addressed.
- Provide high level advice to users of the Student Management System regarding data integrity enquiries, anomalies and issues, and assist with resolution of any identified problems; identify and escalate systemic problems and provide possible recommendations to the Student Management System Coordinator – Quality Assurance.
- Adopt approved and auditable quality assurance methodologies when making bulk changes to student data.
- Conduct the testing of processes or functions which relate to data integrity, undertake regular security audits of users and their access to the Student Management System and recommend preventative measures to improve the quality of data recorded on the Student Management System and other divisionally owned applications.
- Identify patterns of data anomalies and report instances to the Student Management System Co-ordinator-Quality Assurance.
- Assist in the creation and maintenance of quality assurance policies, procedures and work instructions relating to data integrity of the University’s Student Management System (SMS) and divisionally owned applications.
- Adhere to and review established processes to ensure continuous quality improvement to optimise data integrity for the University.
- Any other duties as directed, commensurate with the scope and classification of the position.
- This role has staffing responsibilities and must therefore ensure staff and own adherence to University policies and procedures, including but not limited to those relating to equal opportunity, occupational health and safety, risk and financial management, privacy, staff development and staff performance planning and review.
ABOUT YOU
To be successful at Deakin you are willing to enthusiastically embrace the Deakin Offer and Promise as expressed in the Deakin University Strategic Plan, and must share the University’s values.

You will be a person who is ambitious for Deakin University’s success and optimistic about its future; and will display diligence, have great resolve and a focus on producing results.

SELECTION CONSIDERATIONS
Qualifications and Experience:
- An equivalent combination of training and experience or a Graduate qualification with an IT focus.
- Extensive experience working on the back-end of complex corporate relational databases, preferably Oracle products and Oracle SQL
- Experience in the user facets of the configuration and operation of a complex corporate computing system
- Experience in higher education or other large organisation*

Capabilities and Personal Attributes:
- Extensive Oracle SQL (min. intermediate level) and business computing skills. Examples: TOAD, SQL Developer or SQL Navigator and the Microsoft Office suite
- Demonstrated exceptional attention to detail and analytical skills (used to determine the root cause of problems identified by end-users)
- Demonstrated end-user information technology skills (i.e. application, administration, end-user reporting, standards, security and acceptance testing)
- Demonstrated high-level communication (written and oral), organisation and negotiation skills
- Demonstrated ability to build and maintain relationships and work effectively with team members in a customer service oriented environment
- Proven capability to work positively and effectively as part of a collaborative work team, to accommodate and work well with different working styles and to work independently where required
- Demonstrated ability to organise and plan, and to meet rigid and conflicting demands and deadlines, along with the ability to adapt to changed priorities
- Demonstrated ability to interpret policies and procedures ensuring compliance*
- Understanding of continuous quality improvement principles and empathy in the delivery of excellent customer service*
  *desirable

SPECIAL REQUIREMENTS
- Infrequent work outside business hours is required (e.g. work at evening or weekend events is required)
- Working With Children Check (refer to Recruitment Procedure)

DISCLAIMER
It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.