

POSITION DESCRIPTION

Position Title	Business Intelligence Specialist		
Organisational Unit	Office of Planning and Strategic Management		
Functional Unit	Business Intelligence and Management Reporting		
Nominated Supervisor	Manager, Business Intelligence and Management Reporting		
Higher Education Worker (HEW) Level	8	Campus/Location	Mackillop Campus (North Sydney)
CDF Achievement Level	1 All Staff	Work Area Position Code	tbc
Employment Type	Full-time Fixed term	Date reviewed	January 2017

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE OFFICE OF PLANNING AND STRATEGIC MANAGEMENT

The Office of Planning and Strategic Management was established in 2009 with the overall aim of assisting the University to achieve its Mission and Vision through evidence-based decision-making and a strategic approach to planning, quality, and risk.

The Office of Planning and Strategic Management is comprised of four business units, with complementary functions and significant expertise in business intelligence, statistics, strategic planning, quality and risk management. Through these essential services, the Office seeks to enable the University's Strategic Goals and Targets in line with its Strategic Plan 2015-2020: *Strength to Strength*. The Office of Planning and Strategic Management is responsible for:

- Implementation, development and support of the university's business intelligence program;
- Managing the University's strategic planning framework, TEQSA compliance, quality management and performance monitoring;
- Delivery information, analysis, reporting and load planning services
- Supporting ACU's risk management framework and assurance services.

The Office of Planning and Strategic Management services all portfolios of the University and is positioned as a vital source of business intelligence and strategic partner in planning, quality and risk. The office is recognised as a collaborative, agile and high-performing team, within a culture of Service Excellence.

POSITION PURPOSE

The position will collaboratively support the design, development and delivery of business intelligence solutions in response to University needs, using data from operational systems, files, staging area and data warehouse. Using technical know-how and a customer orientation, the position will implement quality logical and physical Extract, Transform, Load (ETL) designs, and manage the technical metadata across the ETL jobs.

This position is also responsible to provide technical support for the effective and continued operation of the Enterprise Data Warehouse and Business Intelligence Solution, including all elements of solution functionality, client support for dashboard and report creation and provide ongoing support to maximise the value and effectiveness of the Enterprise Data Warehouse and Business Intelligence Solution; continue to refine and improve components of the system over time to ensure stakeholder needs are met.

This position will be an integral member of the delivery team providing primary support to all business units for university-wide data initiative.

POSITION RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Research, design, develop, implement, document and support the University's Business Intelligence program. (Design, Build, SIT, UAT, Dashboards, reports building and other business intelligence solutions), in response to university needs. Designing, developing, and implementing data models for enterprise-level applications and systems. Transition previously developed and legacy reports and dashboards to the Operations & Support team.	<ul style="list-style-type: none"> Adapt to and Lead Change Deliver Stakeholder Centric Service Know ACU Work Processes and Systems 				✓
Develop and deploy ETL job workflow with reliable error/exception handling and rollback framework. Adapt ETL code to accommodate changes in source data and new business requirements. Spearhead development of ETL code, metadata definitions and models, queries and reports, schedules, work processes and maintenance procedures	<ul style="list-style-type: none"> Adapt to and Lead Change Deliver Stakeholder Centric Service Collaborate Effectively 				✓
Contribute to recommendations and the design of the new data warehouse and ongoing extensions and improvements to its capacity for delivering effective business intelligence to the University. Document the ETL detailed design and test results.	<ul style="list-style-type: none"> Adapt to and Lead Change Deliver Stakeholder Centric Service Know ACU Work Processes and Systems 				✓
Support and enable data governance to allow scalable, repeatable and quality information, eliminating duplication and increasing effectiveness and efficiency. Ensure Data quality throughout entire ETL process.	<ul style="list-style-type: none"> Collaborate Effectively Be responsible and Accountable for Achieving Excellence 				✓
Assist the various business system groups when necessary on ad-hoc or systemic queries for analysis for executive level staff, and senior management across various business units.	<ul style="list-style-type: none"> Coach and Develop Make Informed Decisions Collaborate Effectively 				✓

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Collaborate with a range of subject matters experts and key stakeholders, including Information Services (DBAs, Application Support, ESB integration designer, Information Security, etc.) regarding the development, execution and maintenance of warehouse and technical activities within the Business Intelligence Group.	<ul style="list-style-type: none"> Collaborate Effectively Communicate with Impact 			✓	
Identify and lead initiatives to build the organisational capability and embeddedness of advanced business intelligence skills, knowledge and capabilities. Provide technical assistance and cross training to other team members. Provide training and assistance to users for generation of ad-hoc reports.	<ul style="list-style-type: none"> Coach and Develop Make Informed Decisions 				✓
Other duties as required by the Director or Manager, Business Intelligence and Management Reporting	<ul style="list-style-type: none"> Be responsible and Accountable for Achieving Excellence 			✓	

HOW THE ROLE OPERATES

Key Challenges and Problem Solving

- Understanding and interpreting stakeholder needs and expectations, and the delivery of tailored solutions that are fit for purpose and meet expectations and a high standard of service delivery.
- Apply contemporary knowledge of systems and processes using SQL 2016 and other reporting front ends (MS Power BI).
- Implement and support systems within the agreed procedures and quality standards, given the technical issues to be resolved and the work involved in system development and migration.
- Apply creativity, innovation and design skills and aptitude to understand and meet the business intelligence needs of the University.
- Ensuring the data quality through governance and eliminating duplication.
- Where reporting tools are unable to meet requirements, build complex reports that require special skill to develop; such as Structured Query Language (SQL) logic or similar.

Decision Making / Authority to Act

- The position holder has substantial autonomy in the day-to-day management of support and processes related to the discovery, analysis, negotiation, and validation of the requirements of a new or modified software system.
- The position must be able to perform duties with moderate to low supervision.

Communication / Working Relationships

- The position works closely with the BI Manager and other BI team staff (Business Analyst, BI specialist, BI reporting Analyst) and the relevant stakeholders to achieve project outcomes and deliverables.

- The position holder communicates internally with University staff and external staff like vendors etc. and is responsible for communicating initiatives and direction consistent with University's BI/DW implementation strategy.
- The position will communicate extensively with University staff at all levels to understand, design, develop and support the development of ETL code to accommodate changes in source data and new business requirements, and also utilisation of the BI dashboard and reports.

Reporting Relationships



For further information about structure of the University refer to the [organisation chart](#).

SELECTION CRITERIA

Qualifications, skills, knowledge and experience	
1.	Relevant postgraduate qualifications and/or professional accreditation and extensive expertise in the delivery of a data warehouse and business intelligence solutions.
2.	Extensive experience in the design, development and support of business intelligence solutions, including design and development of the ETL applications. Ability to translate ideas and business requirements into fully functioning ETL workflows. Extensive experience with data warehouse implementation, and knowledge of logical and physical data modeling concepts (relational and dimensional).
3.	Strong foundation in Business Intelligence Tools, Decision Support Systems, OLAP Technology and Multi-dimensional Data. Experience with SQL, SSIS, SSRS, and Report Builder would be highly regarded; demonstrated high level technical competency: ability to read MS SQL for design phase, query analysis, and support for end users; advanced knowledge of Microsoft BI suite of products including experience in designing dashboards in Power BI.
4.	Experience in creation of dashboards and reports that meet client needs and expectations. Proven experience with report writing and business process modeling/mapping, methodology development, and data modeling. Performance tuning experience related to reporting queries required.

5.	Understanding of data integration issues (validation and cleaning), familiarity with complex data and structures. Good knowledge of applicable data privacy practices and laws, enabling informed decision making.
6.	Demonstrated ability to collaborate and engage others to establish a culture of learning and improvement. Experience providing technical assistance and cross training to other team members, and identify and support business intelligence capability building across the enterprise.
7.	Excellent communication, representation, negotiation and interpersonal skills, including the ability to gain the support of and engage with senior executives and all members of staff across a large organisation.
Core Competencies (as per the Capability Development Framework)	
8.	Live ACU's Mission, Vision and Values: Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
9.	Deliver Stakeholder Centric Service: Keep stakeholder interests at the core of ACU business decisions and ACU service excellence as a top priority. See the ACU Service Principles .
Other attributes	
10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.