

## POSITION DESCRIPTION

<b>Position Title</b>	Technical Lead, Business Intelligence		
<b>Organisational Unit</b>	Office of Planning and Strategic Management		
<b>Functional Unit</b>	Business Intelligence		
<b>Nominated Supervisor</b>	Manager, Business Intelligence and Management Reporting		
<b>Higher Education Worker (HEW) Level</b>	HEW 8	<b>Campus/Location</b>	North Sydney (MacKillop)
<b>CDF Achievement Level</b>	1 All Staff	<b>Work Area Position Code</b>	<b>#HRtoassign</b>
<b>Employment Type</b>	Full-time, Fixed-term (12 months)	<b>Date reviewed</b>	November 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](http://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 CORPORATE SERVICES PORTFOLIO

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The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

## OFFICE OF PLANNING AND STRATEGIC MANAGEMENT

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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 capabilities
- Delivery information, analysis, reporting and load planning services
- Supporting the development and implementation of the ACU Strategic Plan and performance monitoring
- Managing ACU's planning, quality and risk framework
- Delivery of risk management 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

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This position is responsible for leading the development and delivery of the BI solution. The role is responsible for the delivery of design (solution architecture) recommendations, integrations, capacity and project planning. The Technical Lead will work collaboratively with network and infrastructure managers to ensure acquired infrastructure is available and fit for purpose. The role will provide technical input to solution architecture and engage with stakeholders to ensure feasibility of design development against business requirements.

The role will provide guidance to other members of the team and line management to ensure the effective and efficient delivery of the solution. The position will be expected to maintain awareness of challenges and opportunities in data management, BI technology and reporting and to provide expert advice and support on all matters concerning the integrated data warehouse and business intelligence solution.

## POSITION RESPONSIBILITIES

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### 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 ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Responsible for leading the development and delivery of the Enterprise Data Warehouse and Business Intelligence technical solution.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Make Informed Decisions</li> <li>• Collaborate Effectively</li> </ul>			✓	
Responsible for design (solution architecture) recommendations, integrations, network capacity and project planning. This includes planning and scheduling the delivery of work packages to meet the overall roadmap and strategy, and to ensure the achievement of business value.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> <li>• Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Proactively contribute technical advice and guidance to the Business Intelligence and Management Reporting team on solution architecture, test cases, opportunities and challenges to ensure feasibility of design development against business requirements.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Collaborate Effectively</li> </ul>			✓	
Develop and apply data governance principles and practices to underpin the effective operation of the solution and its deployment across the University.	<ul style="list-style-type: none"> <li>• Know ACU Work Processes and Systems</li> </ul>			✓	
Ensuring logical and physical data models meet business and technical requirements, including scalability, performance and extensibility. Support data integration work and ETL functions and deployment.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Make Informed Decisions</li> </ul>			✓	
Act as the main point of contact for technical matters related to the solution delivery and communicator on interactions with internal and external stakeholders such as the client, account management, project management teams.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Collaborate Effectively</li> </ul>				✓

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Work collaboratively within a specialist team and with a vendor partner, contributing to the continual improvement of all Business Intelligence and Management Reporting functions, performance management, unit planning and stakeholder engagement.	<ul style="list-style-type: none"> <li>Live ACU's Mission, Vision and Values</li> <li>Adapt and Lead Change</li> </ul>	✓		✓	
Operate within and support a controlled program management environment with clear expectations and a focus on results. Contribute to the effective management of scope, quality, timelines and cost to deliver project outcomes. This includes monitoring, reporting and executing project milestones, change requests, testing, training and implementation.	<ul style="list-style-type: none"> <li>Apply Commercial Acumen</li> <li>Know ACU Work Processes and Systems</li> </ul>			✓	
Execute all activities and functions within a robust corporate governance structure, which includes a Business Intelligence Steering Committee and other ICT, Systems, Finance and Risk groups.	<ul style="list-style-type: none"> <li>Be Responsible and Accountable for Achieving Excellence</li> </ul>			✓	
Engage with University staff to communicate, educate and support the implementation of the business intelligence solution to achieve effective data analysis and reporting. Provide expert advice and support to staff across the University in relation to the University's data warehouse and business intelligence solution.	<ul style="list-style-type: none"> <li>Collaborate Effectively</li> <li>Adapt to and Lead Change</li> <li>Communicate with impact</li> </ul>				✓
Other duties as required by the Manager, Business Intelligence and Management Reporting or the Director (OPSM).	<ul style="list-style-type: none"> <li>Adapt to and Lead Change</li> </ul>			✓	

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Apply technical know-how and an understanding of business value to achieve results.
- Find creative ways to solve complex problems, sometimes without clear precedent, using a consultative and business focused approach to find solutions and improvements, while meeting stakeholder expectations in a timely manner.
- Ability to manage multiple activities simultaneously, to satisfy competing business priorities while meeting stakeholder expectations and business needs.

### Decision Making / Authority to Act

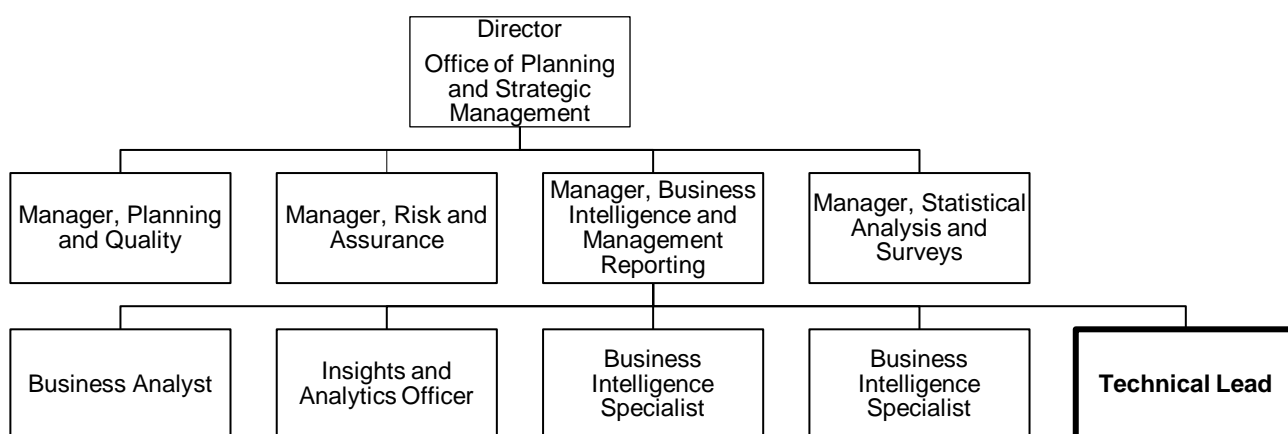
- The position holder is responsible for providing advice and resolution to enquires and issues related to the University business intelligence solution.

- The position holder has autonomy with solution design and implementation approach for the BI solution in accordance with agreed budget and project timelines.

### Communication / Working Relationships

- The position works closely with the Manager, Business Intelligence and Management Reporting and a range of stakeholders to achieve project outcomes.
- The position collaborates with the relevant University staff and external stakeholders as part of the Business Intelligence program implementation.
- The position communicates with University staff at all levels to promote the development and utilisation of the business intelligence solution.

### Reporting Relationships



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

### SELECTION CRITERIA

#### Qualifications, skills, knowledge and experience

1.	Completion of a relevant postgraduate degree; or an equivalent combination of relevant experience and/or education/training.
2.	Deep expertise and knowledge in BI 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 is essential: ability to script and 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.
3.	Well-developed understanding and experience in the design, development, implementation and support of a data warehouse and business intelligence function in a complex environment. Including a fluent technical understanding of data structure, data governance, Business Intelligence solution architecture, Extract Transform Load (ETL) and reporting applications. Comprehensive knowledge or the ability to acquire knowledge of Microsoft Business Intelligence technology.

4.	Strong program / project management experience in a relevant area. Experience in business intelligence projects and the higher education sector (or equally complex environment) are highly regarded.
5.	Ability to work collaboratively in a service-focused environment, and to take responsibility for the delivery of solution delivery and help manage client expectations.
6.	Ability to create data models, have a good understanding of process performance and ensure all deliverables adhere to the committed SLAs. Proficiency in scripting and automation.
7.	Ability to apply creativity to solve complex problems while meeting stakeholder expectations and achieving business value.

**Core Competencies (as per the [Capability Development Framework](#))**

8.	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.	Demonstrated ability to tailor communication approach in order to communicate effectively internally and externally to gain the support of others for actions that benefit the University.
10.	An ability to take personal accountability for achieving high quality outcomes, keeping stakeholder interests at the core of business decisions in order to achieve organisational objectives and service excellence. See the <a href="#">ACU Service Principles</a> .

**Other attributes**

11.	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.
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