

POSITION DESCRIPTION

Infrastructure Services
University Services

Senior Business Systems Analyst

POSITION NUMBER	0045394
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PCS 8 - \$99,199 - \$107,370 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	<p>Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.</p> <p>Indigenous applicants are encouraged to apply.</p>
CONTACT FOR ENQUIRIES ONLY	<p>Elisa Rivera Tel +61 3 903 55227 Email elisa.rivera@unimelb.edu.au <i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

The Academic Applications Management Team, within Infrastructure Services, provides the operational development, delivery and support of student-facing and student administration-focused University applications by providing: Project Consultation, Support Analysis, Business Systems Analysis, Iteration Management, Configuration Management, Development, Reporting, Training; and Testing and Quality Assurance to the Academic Services and Advancement groups and Faculties.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous deserve to service for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

Business Systems Analysts are responsible for supporting business improvement activities within Academic Applications Management Team to improve the student experience through the improvement of existing information systems. This will be achieved through rigorous application of process engineering methodologies, systems analysis and domain expertise.

Business Systems Analysts are responsible for engaging with stakeholders across the University to ensure that current business process is supported, contributing to the resolution of change issues and

utilising the systems in development and test software development lifecycle. As well as supporting processes for domain groups for test and document purposes.

Reporting line: *

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: [Click here to enter text.](#)

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: Based in Barry Street's University Services building, and working across divisions and faculties

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Develop and maintain strong links with business owners and other stakeholders
- Continually developing a strong understanding of the University's systems and business processes across multiple domains (In particular Timetabling and Curriculum, Fees, Admissions, Graduate Research), in order to support forward planning and business improvement activities
- Provide support and analysis across a range of domains in the student systems, contributing to operational support and business -as-usual planning as required
- Contribute to and participate in business-as-usual activities and planning including incident resolution and work orders by managing designated incident queues within the Academic Applications Management Team work request system
- Develop new approaches to meeting existing and emerging requirements through the development of solutions that address the needs of all the stakeholders. This includes configuration and testing of the student systems to conform to business requirements

- As part of the Academic Applications Management team, identify and develop initiatives working collaboratively with other academic service providers to ensure a student/client centred and coordinated approach to services that optimizes access to information for both staff and students
- Participate in and contribute to coverage of peak period activities across the Division to enable Academic Services to meet its operational obligations and agreed service levels
- Contribute to identifying ways in which the service can enhance the client experience and make recommendations, actively participating in the implementation of new academic services initiatives. This includes engaging with related University initiatives
- Participate in business improvement activities such as work orders and vendor action requests as well as participating in project teams, working groups and stakeholder engagements.

Selection Criteria:

Education/Qualifications

1. The appointee will have:
 - a. Undergraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training
 - b. Qualifications in IT, Business or other relevant discipline and/or equivalent mix of education
 - c. Significant relevant experience in a university environment with domain knowledge of Timetabling & Curriculum, Student Fees, Admissions process and Graduate Research processes.
 - d. Desirable knowledge in Agile Methodologies
 - e. Desirable knowledge in Lean Six Sigma Methodology

Knowledge and skills

2. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
3. Establish strong verbal and communication skills; with proven ability to adapt to multiple stakeholders from varying contexts
4. Extensive, analytical experience with evidence-based practice knowledge and the ability to lead through a complex landscape
5. Proven knowledge in university administration processes such as timetabling and curriculum, student fees processing and student admissions process with business process improvement experience in these domains.