POSITION DESCRIPTION

THE UNIVERSITY of ADELAIDE

Position Description Authorisation

Authorised by	Name	Date
Head of School/Branch Manager		
Human Resources	HR Advisor	10/05/2016

POSITION DETAILS

Position Title:	Database Officer
Position Number:	4844
Classification:	HEO 6
Faculty/Division:	SATAC
School/Branch:	SATAC
Reports to (position title):	Analyst
Delegations:	Nil
Special Conditions:	• Reasonable workplace adjustments will be made for people with a disability
Significant Working Relationships:	• SATAC Information Technology and Business Development staff • SATAC Assessment Supervisors and Deputy Manager (Assessment) • Analysts and technical supporting roles, SATAC • Admissions (including International) staff from participating institutions International applicants • Agents (domestic and offshore) acting on behalf of international applicants

POSITION SUMMARY

The South Australian Tertiary Admissions Centre (SATAC) is owned by the three South Australian universities (University of Adelaide, Flinders University and University of SA), Charles Darwin University, and TAFE SA. SATAC manages centralised application and admissions processes on behalf of the owners and on a fee for service basis for other institutions.

The Applications and Assessment team within SATAC is comprised of approximately 30 staff responsible for the provision of efficient and effective centralised application and admissions services for institutional clients. SATAC collects and processes more than 100,000 applications annually across distinct services that process applications for undergraduate and postgraduate courses by domestic and overseas students, TAFE SA courses by domestic students and equity scholarships for undergraduate students. The services administer selection processes for over 1000 undergraduate and postgraduate courses, and over 1200 courses offered by TAFE SA.

The Technical side makes up approximately one third of the team, and takes carriage of applications and assessment activities that are automated, batched or systems-facing. This group is led by one of two Deputy Managers supported by three Analysts. The Analysts set broad work priorities and identify ranges of tasks for the Database Officer and its supporting roles of Communications Officer, Systems Officer and Lead Assessor (Systems).
The Database Officer serves as a key expert able to specify, document and perform critical business procedures. The role is expected to actively participate in the design of new practices in collaboration with senior members of the team, and to monitor the outcomes of standard procedures undertaken by internal and external stakeholders.

Many responsibilities of the Database Officer rely heavily on interrogating data held in relational databases using SQL-based reporting tools and sophisticated spreadsheet data manipulation techniques to provide repeatable, auditable outcomes.

KEY RESPONSIBILITIES

Maintain the admissions database	▪ Maintain configuration elements of SATAC's admissions software to enable accurate and timely collection and assessment of applicant-related data.
	
	▪ Maintain and operate a schedule of activities for the timely update of key configuration data
	
	▪ Perform regular tasks such as:
	  o Data cleansing, formatting and checking of offer round parameters
	  o Creating, opening, closing or modifying SATAC course offerings
	  o Generating applicant lists for daily assessor tasks

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	▪ Create data integrity checks of elements such as:
	    o Applicant and environmental data
	    o Offer and allocations output
	
	▪ Maintain a functional understanding of SATAC's admissions services (Undergraduate, Postgraduate, TAFE SA and International), recognise variances in regular output and highlight related concerns to senior staff

Provide regular and ad hoc reports on applicant and system held data	▪ Create reports using SQL-based reporting tools and spreadsheet data manipulations to extract and format data from SATAC's production databases, such as:
	    o Regular reports of application volumes and processing speeds
	    o Applicant lists to enable assessment and enrolment activities by institution staff
	    o Exception reports to identify potential assessment errors
	
	▪ Monitor the bulk uploads of application and assessment data received from institutions such as:
	    o Deemed ranks and statuses
	    o Audition, portfolio and exam scores
	    o Confirmations of VET course completions
	    o Applications received from third party agents

Serve as a liaison between operational (assessment) and developmental (technology) staff	▪ Represent Applications and Assessment (AAA) as a subject matter expert on working groups and other forums where developments and process improvements are considered ▪ Conduct initial investigations into potential system issues identified by assessors and report confirmed bugs using servicedesk, providing sufficient context to assist in the prioritisation of any follow up effort ▪ Assist colleagues to adopt new technologies made available within SATAC's bespoke admissions software.

Assist in the maintenance of systems related to applications and assessment	▪ Assist development of the online application process, including capture and storage of electronic documents
	
	▪ Provide technical and operational support to aspects of the business including those that require satellite systems and workarounds, such as:
	    o Fees, vouchers, waivers and refunds
	    o Personal Qualities Assessment (PQA) processing
	    o International applicant and agent online queries
	
	▪ Collaborate with other SATAC staff to assist in the development, implementation and evaluation of systems procedures related to the assessment of applications
	
	▪ Provide detailed, written feedback on systems procedures and practices as part of a review process

Other reasonable duties commensurate with classification level.	

PEOPLE MANAGEMENT RESPONSIBILITIES

- Nil

CAPABILITIES AND BEHAVIOURS

The Capability Dictionary is located at: http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf. The manager needs to identify those capabilities and behaviours relevant for the position and ensure the staff member reads and understands the capabilities and associated behaviours that align with the classification of this position.

UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

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SELECTION CRITERIA

Knowledge and Experience:

Essential

1. Demonstrated ability to exercise initiative in a complex, service-oriented work environment
2. Proven experience interrogating data held in relational databases, preferably using reporting tools based on Structured Query Language (SQL) such as Microsoft Report Builder
3. Demonstrated communication and interpersonal skills, including the ability to work in a team
4. Demonstrated ability to balance attention to detail with the need to meet tight deadlines
5. Advanced use of Microsoft Excel, Word, Outlook and database systems

Desirable

1. Experience in tertiary administration, preferably admissions

Qualification/s:

- Tertiary qualifications and/or equivalent relevant experience and/or education or training

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