

Position description

Position title:	Graduate Analyst Programmer, Customer Relationship Management
School/Directorate/VCO:	Information Technology Services
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 5 range
Employment mode:	Fixed-term appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849143
Further information from:	Mr Tom Ash, Technical Manager, Service Operations Telephone: (03) 5327 6774 E-mail: t.ash@federation.edu.au
Position description approved by:	Ms Sahar Oujil Director, Information Technology Services

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Graduate Analyst Programmer, Customer Relationship Management will assist with supporting a range of Information Technology (IT) projects and work collaboratively with Information Technology Services (ITS). The Graduate Analyst Programmer, Customer Relationship Management is to support the development of the University Administration Systems through integrating applications and expanding the applications by customisation so they perform all the functions for which they were designed with integrity, efficiency and reliability, and that they operate with optimal availability to users.

The position will assist in the development of integrations with Extract, Transformation and Load scheduling and monitoring and will utilise Representational State Transfer (REST), Simple Object Access Protocol (SOAP), or other web services technologies.

Key responsibilities

1. Support a range of IT projects and assist ITS staff in operational support by implementing and monitoring customisations and data exchanges between applications.
2. Support a range of IT projects by contributing to the implementation and testing of software patches and upgrades prior to release according to the change management methodology ensuring minimal service interruption in liaison with the Service Operations team.
3. Support IT projects and ITS staff in undertaking required customisations according to the scope and the schedule of work. Identify any potential deviations from the schedule and provide advice and recommend solutions to the Technical Manager.
4. Contribute to the development and production of data reports through the available toolsets according to client requirements.
5. Provide estimations of time, resources required and progress updates of assigned tasks, including identifying risks and recommending mitigations if required.
6. Write code for individual projects and tasks ensuring adherence to technical standards and develop project and other documentation as requested.
7. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
8. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Graduate Analyst Programmer, Customer Relationship Management will work under the general direction of the Technical Manager, Service Operations. The Graduate Analyst Programmer, Customer Relationship Management will work collaboratively to develop expertise in the UAS and will work closely with other ITS Service Operations teams. The position will perform design, development, testing and implementation of authorised changes and enhancements. The Graduate Analyst Programmer, Customer Relationship Management will have the ability to work independently and to deliver priorities within agreed timeframes.

The position will be required to work within existing ITS processes and procedures to resolve issues, identifying when issues need to be escalated to more senior ITS staff. The position is required to develop a sound understanding of all aspects of ITS systems and identify and prioritise tasks.

Training and qualifications

Completion of a degree without subsequent relevant work experience; or an advanced diploma with at least one year relevant work experience; or a diploma with at least two years relevant work experience; or an equivalent combination of relevant experience and/or education/training.

Foundation level understanding in software development using Microsoft Dynamics CRM, .Net, MVC, SSIS, html, javascript, REST, SOAP; or an equivalent combination of relevant understanding and/or education/training. An understanding of Microsoft Dynamics CRM software is desirable.

Applicants who are in the final year of completion of a relevant degree are encouraged to apply.

Position/Organisational relationships

The Graduate Analyst Programmer will report to the Technical Manager, Service Operations and works collaboratively with ITS team members across the Directorate.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree without subsequent relevant work experience; or an advanced diploma with at least one year relevant work experience; or a diploma with at least two years relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Foundation level understanding in software development using .Net, MVC, SSIS, html, javascript; or an equivalent combination of relevant understanding and/or education/training, as well as an understanding of Microsoft Dynamics CRM software is desirable.
3. Demonstrated understanding of programming with a focus on REST, SOAP or other web services technologies.
4. Demonstrated ability to apply standard technical training and experience in design and understanding of systems, to design and develop solutions, consistent with business requirements is required.
5. Demonstrated ability to interpret, contribute to, and produce accurate and relevant documentation and code commenting in accordance with established technical standards.

6. Demonstrated understanding of project and time management, including the ability to manage competing priorities and timelines.
7. Demonstrated communication and interpersonal skills, including experience working effectively in a team and contributing to a positive and safe workplace culture.
8. Demonstrated alignment with the University's commitment to child safety.

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.