Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team	Student Information Services and Systems/Student Services
Location	Flexible, all campuses
Classification	HEW level 7
Manager Title	Coordinator, Senior Business Application Support

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

Strategic Plans – Deakin 2030: Ideas to Impact

Benefits of working at Deakin

Overview

The Senior Analyst, Student Management Systems is a responsible to deliver high quality technical support and advice to users of the university's Student Management Systems (SMS) as well as forward thinking and dependable systems support and advice to staff. Contribute to systems planning and provide advice on the development of applications.

Reporting to the Coordinator, Senior Business Application Support this role will:

· Utilise systems knowledge and experience to support applications and provide sound technical advice to management so that informed and future proofed business decisions can be made.

· Assist with corporate application upgrade tasks such as verifying and logging issues raised during the upgrade to ensure optimal outcomes for all systems users.

· Contribute to optimal operation of the team by developing strategy to assist in streamlining technical processes and adopting new technology; produce high quality technical specification documents highlighting solutions or providing guiding principles and standards for the team; act as second level support after initial analysis from SMS helpdesk utilising high level technical skills and knowledge.

· Lead major system implementation, support and changes utilising good knowledge of IT, software development life cycle and project management methodologies (including Agile) in all work.

· Advise on areas of best practice when writing SQL reports and maintain and change student facing portals such as Applicant Portal and Student Connect.

· Design, maintain, debug or troubleshoot 'complex' problems in the corporate application while providing effective progress communications and fault escalation process.

Accountabilities

- Distil the core issues from complex information and draw accurate conclusions and present logical arguments that address the core issues. Condense complex information and next steps into simple concise terms that others can understand.
- Draw on a diverse range of people, groups and resources to identify new ways of doing things and use knowledge of innovation principles to analyse current processes and practices.
- Establish and demonstrate a high level of learning, energy and commitment and welcome feedback from others and use this feedback to improve learning.
- Prioritise work and critical activities, evaluate progress, identify relevant solutions and select the most appropriate from the range of alternatives. Challenge existing processes by formulating creative and inclusive alternative solutions and benefits.
- Identify situations in which change is needed and understand and communicate the reasons for the change. Implement change through appropriate channels and overcome obstacles to change.
- Give balanced, constructive feedback that takes in to account individual capability and supports team performance. Ensure team members responsible for implementing work priorities have role clarity, the authority to act and feel empowered and supported to act. Implement strategies to promote positive emotional wellbeing across the team.
- Actively seek feedback from customers regarding their satisfaction with products or services received. Respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build new relationships with key and influential individuals both within and outside the University.

Selection

- A Degree with substantial subsequent relevant experience; or
- Extensive experience and management expertise in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Demonstrated analytical and creative thinking skills with a proven ability to evaluate service delivery, understand principles of change management and institute change.
- Demonstrated commitment to customer satisfaction, quality assurance and continuous quality improvement in all services.
- Extensive working knowledge of Oracle Relational Databases including query tools such as SQL Developer
- Good working knowledge of the Software Development Lifecycle including source code and the Agile framework.
- Sound working knowledge of web scripting languages such as PHP, CSS, HTML5, JScript and Bootstrap Framework, incident logging tools such as Service Now, and work tracking tools such as Jira.

Capabilities

- **Emotional Intelligence** manages emotions to positively influence behaviour.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Other** establishes effective relationships to achieve shared goals.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

Special Requirements

- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.