



**Australian
National
University**

Position Description

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| College/Division: | Academic Portfolio |
| Faculty/School/Centre: | Division of Student Administration & Academic Services |
| Department/Unit: | Timetabling Office |
| Position Title: | Senior Timetabling Technical Officer |
| Classification: | ANU Officer Grade 6/7 (Administration) |
| Position No: | TBC |
| Responsible to: | Manager, Timetabling |
| Number of positions that report to this role: | TBC |
| Delegation(s) Assigned: | D8 |

PURPOSE STATEMENT:

The Senior Timetabling Technical Officer role will be responsible for a wide variety of tasks that support the delivery and maintenance of a centralised automated constraints based timetable. Under direction, these include the updating and maintenance of the timetabling system(s) and other business system improvements and process analysis, web site maintenance, logistical support, and training.

An integral part of the role will be to refine processes, and create efficiencies for the team, through use of IT solutions using coding and programming language tools. The position will be responsible for providing system support and liaising with external and internal system owners, ensuring seamless integration between timetabling systems and other co-dependent ANU systems and vendor software. The successful applicant will develop expertise in timetabling systems and software such as Syllabus Plus and Allocate Plus.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

This position within Timetabling, is part of the Division of Student Administration & Services (DSAS). The Senior Timetabling Technical Officer reports directly to the Timetabling Manager and will work closely with the Senior Timetabling Coordinator. The position will work closely with other areas of DSAS and the University including central service divisions, Colleges, schools, departments, and student groups. and establish and maintain working relationships with external vendors.

Role Statement:

Under the broad direction of the Timetabling Manager the Senior Timetabling Technical support officer will:

- Support the delivery of the centralised Class Timetable by:
 - Working with internal and external stakeholders to ensure that critical system updates, configuration and database maintenance is performed in a timely manner including rolling over the Syllabus+ database.
 - Overseeing the functioning and use of timetabling software suite and associated websites and databases,
 - maintaining critical interfaces, system integrations, processes, access and reporting
 - monitoring data integrity
 - resolving system issues, documenting and updating resolutions
- Provide high-level and accurate advice, support and service (including the preparation and presentations of reports) to key stakeholders on a wide range of matters relating to timetabling and scheduling, ensuring quality of service delivery
- Provide support, mentoring, training and supervision for other members of the Timetable team and other areas as required.
- Contribute to the continuous improvement of the business processes, including the development and successful implementation of process and system enhancements that support the timetabling processes and student centric service delivery.

5. Comply with the constraints of working in a legislative and policy framework so that rules, regulations, policies, procedures, systems and processes interact successfully with other areas within the University.
6. Undertake other duties as directed, consistent with the classification of the position and in line with the principle of multi-skilling.
7. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.

SELECTION CRITERIA:

1. Degree in a relevant field with relevant experience or an equivalent combination of relevant experience and education/training. Experience in the automated constraints based timetabling processes and/or working with Syllabus+ will be highly regarded.
2. Demonstrated experience in the responsibilities involved with supervision, with proven organisational skills and the ability to prioritise own workload and to work effectively both independently and as part of a team, meeting deadlines and delivering high quality outcomes.
3. Demonstrated understanding and strong commitment to high quality customer service. The ability to resolve problems and provide advice based on an understanding of policies in a complex organisation, and contribute to the development and revision of policies based on the consideration of stakeholder feedback and requests.
4. Exceptional communication skills - both oral and written – with demonstrated ability to establish cooperative working relationships with a wide range of clients; showing excellent interpersonal, negotiation and presentation skills. Demonstrated strong analytical and conceptual skills, including a team oriented approach to problem solving.
5. Demonstrated analytical and problem solving skills with proven experience providing high level system support, system enhancements and configuration recommendations and advice on both day to day as well as more complex system issues.
6. Experience supporting system enhancements and configuration requirements. Experience with coding and programming language will be highly regarded.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position

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| Supervisor/Delegate Signature: |  | Date: | 08/11/2021 |
| Printed Name: | S M Raison de Kori | Uni ID: | U1091622 |

References:

[General Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



Australian
National
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Pre-Employment Work Environment Report

Position Details

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|---------------------------|------------------------------------|----------------------------|------------------|
| College/Div/Centre | Division of Student Administration | Dept/School/Section | Timetabling team |
| Position Title | Senior Timetabling Coordinator | Classification | ANUO6/7(Admin) |
| Position No. | | Reference No. | |

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see. http://info.anu.edu.au/hr/OHS/___Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

| TASK | regular | occasional | TASK | regular | occasional |
|--|-------------------------------------|--------------------------|--|--------------------------|--------------------------|
| key boarding | <input checked="" type="checkbox"/> | <input type="checkbox"/> | laboratory work | <input type="checkbox"/> | <input type="checkbox"/> |
| lifting, manual handling | <input type="checkbox"/> | <input type="checkbox"/> | work at heights | <input type="checkbox"/> | <input type="checkbox"/> |
| repetitive manual tasks | <input type="checkbox"/> | <input type="checkbox"/> | work in confined spaces | <input type="checkbox"/> | <input type="checkbox"/> |
| catering / food preparation | <input type="checkbox"/> | <input type="checkbox"/> | noise / vibration | <input type="checkbox"/> | <input type="checkbox"/> |
| fieldwork & travel | <input type="checkbox"/> | <input type="checkbox"/> | electricity | <input type="checkbox"/> | <input type="checkbox"/> |
| driving a vehicle | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| NON-IONIZING RADIATION | | | IONIZING RADIATION | | |
| solar | <input type="checkbox"/> | <input type="checkbox"/> | gamma, x-rays | <input type="checkbox"/> | <input type="checkbox"/> |
| ultraviolet | <input type="checkbox"/> | <input type="checkbox"/> | beta particles | <input type="checkbox"/> | <input type="checkbox"/> |
| infra red | <input type="checkbox"/> | <input type="checkbox"/> | nuclear particles | <input type="checkbox"/> | <input type="checkbox"/> |
| laser | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| radio frequency | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| CHEMICALS | | | BIOLOGICAL MATERIALS | | |
| hazardous substances | <input type="checkbox"/> | <input type="checkbox"/> | microbiological materials | <input type="checkbox"/> | <input type="checkbox"/> |
| allergens | <input type="checkbox"/> | <input type="checkbox"/> | potential biological allergens | <input type="checkbox"/> | <input type="checkbox"/> |
| cytotoxics | <input type="checkbox"/> | <input type="checkbox"/> | laboratory animals or insects | <input type="checkbox"/> | <input type="checkbox"/> |
| mutagens/teratogens/ carcinogens | <input type="checkbox"/> | <input type="checkbox"/> | clinical specimens, including blood | <input type="checkbox"/> | <input type="checkbox"/> |
| pesticides / herbicides | <input type="checkbox"/> | <input type="checkbox"/> | genetically-manipulated specimens | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | immunisations | <input type="checkbox"/> | <input type="checkbox"/> |
| OTHER POTENTIAL HAZARDS (please specify): | | | | | |
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|--------------------------------|--|--------------------|--|--------------|--|
| Supervisor's Signature: | | Print Name: | | Date: | |
|--------------------------------|--|--------------------|--|--------------|--|

