Position description

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Position title:	**Analyst Programmer, Enterprise Service Management**
School/Section/VCO:	**Information Technology Services**
Campus:	**Mt Helen Campus. Travel between campuses will be required.**
Classification:	**Within the HEW Level 7 range**
Employment mode:	**Continuing appointment**
Probationary period:	**This appointment is offered subject to the successful completion of a probationary period.**
Time fraction:	**Full-time**
Recruitment number:	**848922**
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.

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Position summary

The Analyst Programmer, Enterprise Service Management ensures the ongoing support and development of the University's Administration Systems (UAS) through integrating and expanding applications through 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 has a focus on the support and delivery within the University's Enterprise Service Management (ESM) platform, however will also perform Analyst Programmer functions outside the ESM space.

The Analyst Programmer, Enterprise Service Management will develop and support solutions in the ESM environment. The Analyst programmer, Enterprise Service Management will develop integrations with Extract, Transformation and Load (ETL) scheduling and monitoring and will utilise Simple Object Access Protocol (SOAP), Representational State Transfer (REST) or other web services technologies.

Key responsibilities

1. Ensure that the UAS operates effectively by implementing, monitoring and supporting customisations and data exchanges between applications.

2. Implement and test software patches and upgrades prior to release according to the Change Management methodology ensuring minimal service interruption.

3. Ensure that UAS development continues in a timely manner by undertaking customisations according to business requirements, scope and the schedule, advising the Technical Manager of any potential deviations from the schedule.

4. Ensure the timely 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.

6. Adhere to technical standards on coding and documentation.

7. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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.

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Level of supervision and responsibility

The Analyst Programmer, Enterprise Service Management will work under the broad direction of the Technical Manager, Service Operations. The Analyst Programmer, Enterprise Service Management will be the subject matter expert in the University's ESM System and will work as part of the broader Service Operations teams. The position carries technical responsibility for the design, development, testing and implementation of authorised changes and enhancements. The Analyst Programmer, Enterprise Service Management will have the ability to work independently and to deliver priorities within agreed timeframes.

Training and qualifications

A degree in Information Technology or Computer Science with at least four years subsequent relevant experience in programming; or extensive experience and specialist expertise in ServiceNow design, development and support.

Experience in software developemnt using JavaScript frameworks and expereince in HTML5, AJAX, Jelly, XML, JSON, AngularJS ; or an equivalent combination of relevant experience and/or education/training.

ITIL V3 Foundations certification is desirable.

Position/Organisational relationships

The Analyst Programmer, Enterprise Service Management will report to the Technical Manager, Service Operations, Information Technology Services and works in close liaison with other ITS team members.

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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. A degree in Information Technology or Computer Science with at least four years subsequent relevant experience in programming; or extensive experience and specialist expertise in ServiceNow design, development and support. Experience using JavaScript, HTML5, AJAX, Jelly, XML, JSON, AngularJS; or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated experience providing operational support and troubleshooting of complex technical issues within the ServiceNow platform or other similar application technology. Demonstrated ability to design, build and customise solutions in the ServiceNow platform, or within an equivalent or similar application technology, while following Software Development Life Cycle (SDLC) standards.

3. ITIL V3 Foundations certification is desired.

4. Demonstrated understanding of ITSM within ITIL methodology.

5. Demonstrated programming skills in developing standards-based inter-application communication or web technologies using SOAP, REST or other web service technologies.

6. Demonstrated design skills and a high level of expertise in complex systems analysis and design for development of solutions, consistent with business requirements.

7. Demonstrated ability to read, contribute to, and produce accurate and relevant documentation and code commenting in accordance with established technical standards.

8. Demonstrated project and time management skills, including the ability to manage competing priorities and timelines.

9. Demonstrated communication and interpersonal skills, including proven experience and ability to work effectively in a team and contribute to a positive and safe workplace culture.

10. 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.