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| ANU_LOGO_mono black_FA.jpg | Position Description |

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| **College/Division:** | Information Technology Services |
| **Faculty/School/Centre:**  |  |
| **Department/Unit:**  | Enterprises Services |
| **Position Title:**  | System Support Specialist |
| **Classification:** | ANU Officer Grade 7 (IT) |
| **Position No:** |  |
| **Responsible to:** | Manager, Application Services  |
| **Number of positions that report to this role:** | 0 |
| **Delegation(s) Assigned:** |  |

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| **PURPOSE STATEMENT:**

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| The Australian National University’s information technology infrastructure plays a critical role in enabling and supporting teaching, learning, research and administration. The Information Technology Services (ITS) Division provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University’s information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure. The Application Services (AS) portfolio within ITS provides development and technical support services for the University’s enterprise systems. The purpose of this role is to provide specialist technical application support services for AS. |

**KEY ACCOUNTABILITY AREAS:****Position Dimension & Relationships:** Under the broad direction of the Manager, Application Services, the System Support Specialist is responsible for the development and support of ES solutions to enhance the core functions of the University. The role will require liaison with other developers, system administrators, infrastructure specialists, business areas, and end users from within AS, ITS, and across the University. The role has a primary focus on the support and development of data repositories and research management systems.**Role Statement:**1. Provide high quality 2nd and 3rd level technical support for systems in the AS portfolio in a timely and efficient manner, including provisioning and implementation, monitoring, code and data migrations, patching, and backup/restore, system maintenance, troubleshooting and issue resolution.
2. Coordinate end-to-end processes required for system changes and ensure timely communications to key stakeholders in accordance with defined change management practices.
3. Draft and update detailed technical documentation including standard operating procedures and configuration documents.
4. Participate and assist in the development and overview of projects by performing tasks such as, the assessment of user requirements, planning, coding, testing and installation.
5. Provide guidance and assistance to other team members engaged in the diagnosis and resolution of development and system related issues as well as undertaking major incident management and investigate problems in supported systems and services.
6. Participate in meetings, training, professional development activities and planning.
7. Develop and maintain a working knowledge of technology developments affecting the supported systems and contribute to system lifecycle planning while working as a productive member of the team sharing knowledge and contributing ideas.
8. Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity
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| **SELECTION CRITERIA:**1. Tertiary qualification in Information Technology with relevant experience, or an equivalent combination of experience and education/training.
2. Demonstrated technical knowledge and experience in the development and support of IT systems and technologies, with an understanding of the application lifecycle including processes related to development, testing, change control, and operational support.
3. Experience with software development in an enterprise context. Familiarity and/or experience with Java and complex SQL querying would be highly regarded.
4. Good verbal and written communication skills with demonstrated experience communicating effectively with stakeholders and developing written technical documentation.
5. Proven commitment to service excellence with the ability to manage and prioritise workload or projects to meet client requirements and deadlines, whilst working autonomously in a team environment.
6. Highly developed problem-solving skills and the ability to work within limited timeframes and to meet deadlines.
7. A demonstrated understanding of equal opportunity (EO) principles and a commitment to the application of EO policies in a university context
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| **Supervisor/Delegate Signature:** |  | **Date:** |  |
| Printed Name: |  | **Uni ID:** |  |

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| **References:** |
| [General Staff Classification Descriptors](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_5) |
| [Academic Minimum Standards](http://info.anu.edu.au/hr/Salaries_and_Conditions/Enterprise_Agreement/2010-2012/Schedule_4) |

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|  | Pre-Employment Work Environment Report |

# Position Details

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| **College/Div/Centre** |       | **Dept/School/Section** |       |
| **Position Title** |       | **Classification** |       |
| **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.

1. 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.
2. This form is used to advise potential applicants of work environment issues prior to application.
3. 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
4. ‘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

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| 1. 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.
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| **TASK** | **regular** |  | **occasional** |  | **TASK** | **regular** |  | **occasional** |
| key boarding | [ ]  |  | [ ]  |  | laboratory work | [ ]  |  | [ ]  |
| lifting, manual handling | [ ]  |  | [ ]  |  | work at heights | [ ]  |  | [ ]  |
| repetitive manual tasks | [ ]  |  | [ ]  |  | work in confined spaces | [ ]  |  | [ ]  |
| catering / food preparation | [ ]  |  | [ ]  |  | noise / vibration | [ ]  |  | [ ]  |
| fieldwork & travel | [ ]  |  | [ ]  |  | electricity | [ ]  |  | [ ]  |
| driving a vehicle | [ ]  |  | [ ]  |  |  |  |  |  |
| **NON-IONIZING RADIATION** |  |  |  |  | **IONIZING RADIATION** |  |  |  |
| solar | [ ]  |  | [ ]  |  | gamma, x-rays | [ ]  |  | [ ]  |
| ultraviolet | [ ]  |  | [ ]  |  | beta particles | [ ]  |  | [ ]  |
| infra red | [ ]  |  | [ ]  |  | nuclear particles | [ ]  |  | [ ]  |
| laser | [ ]  |  | [ ]  |  |  |  |  |  |
| radio frequency | [ ]  |  | [ ]  |  |  |  |  |  |
| **CHEMICALS** |  |  |  |  | **BIOLOGICAL MATERIALS** |  |  |  |
| hazardous substances | [ ]  |  | [ ]  |  | microbiological materials | [ ]  |  | [ ]  |
| allergens | [ ]  |  | [ ]  |  | potential biological allergens | [ ]  |  | [ ]  |
| cytotoxics | [ ]  |  | [ ]  |  | laboratory animals or insects | [ ]  |  | [ ]  |
| mutagens/teratogens/carcinogens | [ ]  |  | [ ]  |  | clinical specimens, including blood | [ ]  |  | [ ]  |
| pesticides / herbicides | [ ]  |  | [ ]  |  | genetically-manipulated specimens | [ ]  |  | [ ]  |
|  |  |  |  |  | immunisations | [ ]  |  | [ ]  |
| **OTHER POTENTIAL HAZARDS (please specify):** |

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| **Supervisor’s Signature:**  |  | **Print Name:** |  | **Date:** |  |