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| **Position Description** |

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| **PRIME Transition to Support Analyst** |
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| **Position No:** | NEW |
| **Department:** | Enterprise Applications |
| **School:** | ICT |
| **Campus/Location:** | Bundoora |
| **Classification:** | Higher Education Officer Level 8 (HEO8) |
| **Employment Type:** | Fixed Term, Full-Time |
| **Position Supervisor:** **Number:** | Manager, Development50015431 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Information and Communications Technology – http://latrobe.edu.au/ict

**For enquiries only contact:**

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| **Position Description** |

**PRIME Transition to Support Analyst**

**Position Context**

Reporting to the Manager, Development, the PRIME Transition to Support Analyst is responsible for providing functional and technical support relating to development and ongoing maintenance & usage of the Salesforce platform throughout the various phases of the PRIME project, and to lead handover to an operational support framework prior to project closure.

The position will work under direction from the PRIME Project Manager, Solution Architect/Technical Lead and senior Research stakeholders to support project implementation, and to support & maintain the system following initial go-live.

This includes (but is not limited to) the following areas:

* System design
* Functional & technical support for business functions/processes relating to the system
* Functional testing
* System configuration (in collaboration with implementation partner IBM)
* System administration
* Data conversion technical support
* Ad-hoc data reporting

The successful candidate will have the opportunity to gain exposure to Salesforce. This position is suitable for candidates who wish to develop their Salesforce knowledgebase and who look to expand their career as other stages of the program continue.

**Duties at this level may include:**

* Work collaboratively with the PRIME project team, Research stakeholders, and implementation partner (IBM) to define, implement & maintain software solutions within the Salesforce platform under an Agile methodology.
* Delivery of relevant functional and technical documentation as required for ongoing support & maintenance of the PRIME product within the Salesforce platform.
* In collaboration with the implementation partner (IBM), establishment and maintenance of technical frameworks, methodologies and standards for the PRIME product within the Salesforce platform.
* Lead the transition of operational support activities & processes from the PRIME project to operational ICT and business units prior to PRIME project closure.
* Technical support for Data Conversion activities, including defining data mappings & loading data as directed by the Data Conversion Specialist.
* Analyse, diagnose & resolve root cause for technical issues within the PRIME platform.
* Perform functional testing and assist with User Acceptance Testing as directed by the PRIME Project Manager.
* Collaborate with Enterprise Applications and Enterprise Infrastructure teams for deployment, quality assurance and support relating to interoperability with other applications within the La Trobe landscape.
* Keep across emerging Salesforce platform features & technology updates, and provide recommendations to the PRIME Project Manager, Solution Architect/Technical Lead and senior Research stakeholders throughout the project.
* Analyse, identify, and implement continuous improvement opportunities in collaboration with the PRIME project team, Research stakeholders, and implementation partner (IBM).

**Key Selection Criteria:**

* A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Ability to demonstrate a fundamental understanding of Salesforce platform & associated technologies.
* Ability to engage with project team and stakeholders at different stages of the PRIME project: during implementation, go live support and after go live.
* Ability to engage with both business and technical resources.
* Prior experience in system support and demonstrable customer service skills.
* Ability to provide hands on support to different levels of users.
* Ability to work closely with the change manager to support change and training activities.
* Detail orientation with a focus on understanding the changes introduced by the platform.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: