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| **Position Description** |

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| **Library Systems Analyst** | |
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| **Position No:** | Insert existing number if unchanged / NEW |
| **Business Unit:** | Technology Platforms & Development |
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| **Division:** | Information Services |
| **Department:**  **Classification Level:** | Technology Platforms & Development  HEO7 |
| **Employment Type:** | Full-Time, Continuing |
| **Campus Location:** | Located at the Melbourne (Bundoora) campus or any other Victorian Regional campuses |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

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

**Position Context/Purpose**

The Library Systems Analyst works closely with the Library and Research business teams and across Information Services (IS), with the primary responsibility for the efficient running of the University Library Systems including, but not limited to My Publications system; FigShare and RDM systems. The role is responsible for managing and coordinating defect resolution, enhancements and significant changes for Library business services and applications. Collaborate with key stakeholder groups and delivery partners to implement system fixes or enhancements that fully address client needs, continually improving and enhancing the capabilities and effectiveness of La Trobe's systems and processes as aligned to our digital architecture and technology direction.

**Duties at this level will include:**

* Performs tasks requiring the application of substantial theoretical and/or professional knowledge and experience to a range of issues and circumstances requiring considerable interpretation.
* Able to cross specialist, organisational or functional boundaries to coordinate actions and propose initiatives.
* Anticipates customer needs/requests, identifying opportunities and facilitating change management.
* Independently monitors, reviews and develops procedures in own functional area.
* Negotiates solutions where a range of interests have to be accommodated, often requiring working with contributors with different areas of expertise.
* Develop and enable staff capability within the work area by monitoring and continuously managing their performance and mentoring them to meet current and future role requirements better. In doing this, provide staff with constructive feedback and support for high-quality performance contributions.
* Develop a detailed business and technical working knowledge of the designated suites of applications, i.e. RDM, My Publications Symplectic etc., including all components and/or interfaces to and from other applications and/or systems.
* Conduct a 2nd level support role and actively participate in the incident, defect and problem resolution to prevent incident reoccurrence and minimise the impact on the business.
* Participate in analysis, design, testing, deployment and post-implementation phases of projects affecting the application suite for enhancements and significant changes. Develop functional, security and data specifications translated from business requirements, user stories and/or acceptance criteria.
* Lead other IS teams and vendors to ensure currency of the required application instances and environments (e.g. latest patches applied).

**Essential Criteria**

**Skills and knowledge required for the position**

* A Degree with at least 4 years subsequent relevant experience to consolidate and extend the theories and principles learned, or extensive experience and management expertise; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams.
* Demonstrated organisation and problem-solving skills, with an ability to manage several different projects concurrently.
* Demonstrated a high level of self-motivation and personal management skills.
* Proven ability to focus on objectives rather than procedures and precedents.
* Ability to develop innovative methodologies or take a leading role in applying proven techniques involving considerable theoretical and technical sophistication.
* Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.
* Demonstrated experience as a Functional Analyst / Business Systems Analyst in a project and/or support team with multiple application and reporting knowledge.
* Ability to lead a significantly complex piece of analysis work and collaborate with business and technology stakeholders to develop operational processes and technical requirements, with experience in soliciting and documentation of functional specifications and data requirements.
* Demonstrated experience in project delivery methodologies, such as SDLC and Agile.
* Demonstrated experience of working in an ITIL framework.

**Capabilities required to be successful in the position**

* Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
* Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.
* Demonstrated creative and critical thinking, ability to generate ideas to solve local problems and recommend improvements to current work practices.
* Ability to make sense of data to inform decision making – implementing ideas to improve local practices.

**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.

**Other Information**

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

**Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

**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: