Position description

Federation
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Position title:	**Coordinator, Business Support**
School/Directorate/VCO:	**University Registrar's Directorate**
Campus:	**Ballarat or Gippsland Campus. Travel between campuses will be required.**
Classification:	**Within the HEW Level 7 range**
Employment mode:	**Fixed-term appointment**
Probationary period:	**This appointment is offered subject to the successful completion of a probationary period.**
Time fraction:	**Full-time**
Recruitment number:	**849182**
Further information from:	**Ms Shani Clark, Manager, Student Systems and Processes** **Telephone: (03) 5327 9355** **E-mail: s.clark@federation.edu.au**
Position description approved by:	**Ms Claire Shaw, University Registrar**

This position description is agreed to by:

_____   _____   _____

Employee name   Signature   Date

The University reserves the right to invite applications and to make no appointment.

Position description

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Position summary

Student Systems and Processes is responsible for ensuring that the University's student and business management systems uphold governance principles and operational efficiency, and meet the needs of staff and students.

The Coordinator, Business Support has primary responsibility for coordinating and undertaking user acceptance testing (UAT) for upgrades and new functionality for University student and business systems. S/he will lead the development, implementation and delivery of UAT for all work scheduled for release into production environments of the University's student management system, and for those systems which have an integration into that system.

The position will also have primary responsibility for coordinating and performing user acceptance testing for upgrades and new functionality, overseeing the completion of system routines and monitoring data integrity for the electronic content management (ECM) system.

The Coordinator, Business Support, will also develop an understanding of, and provide support as required for other systems which fall within the remit of the Student Systems and Processes team.

Key responsibilities

1. Coordinate and perform user acceptance testing (UAT) to ensure that system and business requirements are confirmed prior to any decision to migrate functionality to production environments, and ensure that the results of all user acceptance testing is evidenced and documented to an appropriate standard on a timely basis.

2. Communicate and actively work with stakeholders to ensure that the UAT process for each work item covers all business requirements and is reflective of how the functionality will be used at an operational level.

3. Identification and documentation of test requirements, including student cohorts, to ensure that the UAT process covers all identified scenarios.

4. Creation of test data for use by stakeholders to facilitate and streamline the UAT process, and the provision of testing advice, support and assistance to stakeholders involved in the UAT process.

5. Documentation of testing undertaken and UAT outcomes, and provisional advice re acceptance (or otherwise) of developed work, to the Manager, Student Systems and Processes.

6. Support the Manager, Student Systems and Processes in reviewing operations, identifying opportunities for continuous improvement of processes and proactively managing or appropriately escalating problems in a timely manner.

7. Contribute to the continuous improvement of the University's electronic content management system by maintaining current knowledge of system enhancements, researching user needs, determining and analysing business processes and workflows, recommending re-engineered processes to business owners and preparing business requirement documents.

8. Contribute to the continual development and ongoing maintenance of other systems, which fall within the remit of the broader Student Systems and Processes team.

9. Enter each responsibility here in numbered bullet format.

10. Reflect and embed the University's strategic purpose, priorities and goals 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.

11. 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.

Level of supervision and responsibility

The Coordinator, Business Support is a specialist that works in consultation with all stakeholder groups across the University, including the Chief Operating Office, Schools, Centres and ITS, as well as with other areas within the University Registrar's Directorate.

The position reports to and works under the broad direction of the Manager, Student Systems and Processes. S/he works closely with the Coordinator, Student Systems to plan and deliver user acceptance testing of all new system functionality developed for the implementation in University student and business systems, and the user acceptance testing of integrations between the student management system and other University systems.

The Coordinator, Business Support is also responsible for researching user needs and analysing business needs in relation to electronic records management in order to prepare business requirement documentation for approval, and for identifying opportunities for ECM system enhancements and process improvements.

The Coordinator, Business Support is responsible for supervising and supporting the Business Support Officer. S/he will also provide direction, support and guidance to the Business Process Analyst (Student & Business Systems) from time to time for specific tasks associated with user acceptance testing and training, as agreed with the Coordinator, Student Systems and/or the Manager, Student Systems and Processes.

Training and qualifications

Completion of a degree in Information Services or Information Technology or related fields with at least four years subsequent relevant work experience; or extensive experience and specialist expertise in or broad knowledge of user acceptance testing methodologies and practice analysis, improving business processes and systems implementation; or extensive experience and management expertise in technical or administrative fields; or an equivalent combination of relevant experience and/or education/ training.

Position/Organisational relationships

The Coordinator, Business Support reports to the Manager, Student Systems and Processes, and works closely with other members of the Student Systems and Processes team. The incumbent will also work closely with business stakeholders and system users, and with relevant staff from within Information Technology Services.

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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. Completion of a degree in Information Services or Information Technology or related fields with at least four years subsequent relevant work experience; or extensive experience and specialist expertise in or broad knowledge of user acceptance testing methodologies and practice analysis, improving business processes and systems implementation; or extensive experience and management expertise in technical or administrative fields; or an equivalent combination of relevant experience and/or education/ training.

2. Demonstrated knowledge and experience of software development and software testing methodologies, with the ability to focus on the quality of the functionality being delivered to the business.

3. Demonstrated understanding of business activities in both a HE and TAFE context, and a proven ability to convert this understanding into valid functional business scenarios for testing purposes.

4. Demonstrated ability to deliver efficient, effective and timely user acceptance testing, including the development of appropriate testing documentation.

5. Excellent interpersonal and oral and written communication skills.

6. Demonstrated ability to manage concurrent complex tasks, using high level analytical and problem solving skills.

7. 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.