

POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title: Analyst/Programmer – Special Projects

Level: 6/7

Division: Information Technology Services

Location: Building 39B, Wollongong Campus

Primary purpose of the position:

Develop, maintain some of the University's core and ancillary applications and application interfaces that are associated with the eLearning Platform as are included in the scope of the 2014 project 'Learning Management Platform 2014', including but not limited to Moodle Site Management, Echo360 Request Management, SMP to eLearning Platform data interfaces

Position Environment:

Information Technology is a central component of the University of Wollongong's core business. The IT infrastructure incorporates the provision of computer, development, network, and communication services to the campus community for academic, teaching, research and general administrative functions.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Complete analysis and development of eLearning software for use in the University.	To release quality software that meets the business needs	70%	
2.	Assist in the support of software users in the University.	Ensure managed applications users a fully able to effectively use the product	10%	
3.	Assist in the planning, monitoring, recording and reporting of the activities of the Development Unit.	Quality planning and tracking of team activities	5%	
4.	Assist in the development and refinement of processes to provide efficient, cost effective and timely management and resolution of software problems.	Constant improvements in unit's processes	5%	
5.	Seek new technologies and techniques for improving application procedures.	Constant improvements in the development toolkit	5%	
6.	Actively adopt, promote and facilitate a customer focus approach to the delivery of all ITS and work associated activities.	High quality customer service and relations	5%	
7.	Observe principles and practices of Equal Employment Opportunity.	To ensure fair treatment in the workplace	Ongoing	
8.	Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document .	To ensure a safe working environment for self & others.	Ongoing	

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	A Team Leader in the Development and Databases Unit
The position supervises the following positions:	None
Other Key Contacts:	Minimal supervision from Senior Manager Development and Databases

Key Relationships:

Contact/Organisation:

Application Business Analysts

Application Business Support

Purpose & Frequency of contact

Regular: Discussions on development specifications and progress

Infrequent: Discussions and resolution of support issues

Key Challenges:

1. Time Management: Being able to work with multiple projects and priorities
2. Flexibility: Ability to work, at times, independently, and at others, as part of a bigger team
3. Problem Solving: Responsibility to independently analyse problems and recommend and implement solutions

Knowledge & Skills:

Essential:

- Degree or other tertiary qualification in an appropriate discipline or experience in programming in a software language used by the University
- Strong knowledge and experience in developing or maintaining software applications in one of the languages used by the University.
- Strong problem solving skills.

Education & Experience:

Essential:

- Demonstrated ability to work as part of a team.
- Sound knowledge of databases and design implications of software interacting with databases.
- Experience in analysing the requirements of a customer and converting those needs into program specifications.
- Ability to deliver on outcomes and deadlines in a timely manner.
- Ability to identify and use quality assurance techniques to ensure new software is of an appropriate standard.
- Ability to work with users to minimise the impact of change when applications are changed.

- Ability to mentor and guide less experienced team members.

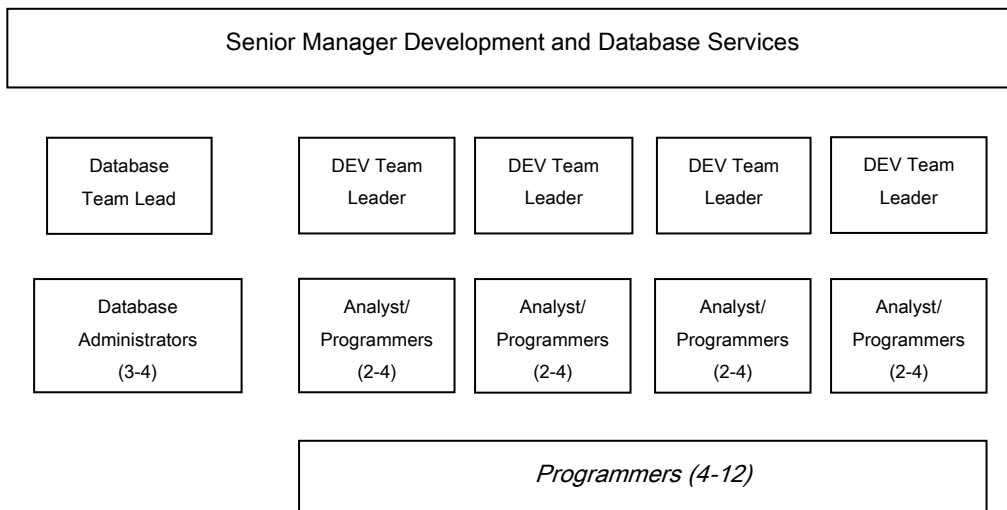
Personal Attributes:

- Understanding of and the ability to effectively apply customer focus techniques.
- High level of communication skills.
- Ability to work both independently and in a team environment.
- Ability to meet deadlines.
- Ability to be innovative.

Special Job Requirements:

- The occupant of this position has read, accepts and will support the terms of the ITS Customer Service Charter.
- The occupant will have a commitment to the identification and application of world best practice techniques to software development within the University.
- Occasional after hours work is required for both deployment and potential support of applications.

Organisational Chart:



Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____