

POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Student Systems Analyst/Coordinator Level: 6/7
Division: Student Services Division Department/Location: Student Systems

Primary purpose of the position:

The Student Systems Analyst/Coordinator will be responsible for development and ongoing maintenance of functions within the Student Management Package (SMP) by analysing and understanding customer and legislative requirements, writing detailed business rules, managing problem resolution and key maintenance tasks, liaising with system developers, undertaking comprehensive system testing (setting up test cases and managing test plans), documenting system changes, providing user support and training and ensuring the successful implementation of change. This position supervises and manages a team of 2.

Position Environment:

The Student Services Division is responsible for managing and delivering student-focused support and administrative services that relate to all aspects of students engagement with their studies, ranging from prospective student enquiries, through to graduation.

Student Services operates under the University's Administration Quality Management System (QMS) that is certified to ISO 9001:2008.

The division's major business units include (i) Admissions & Conversions; (ii) Academic Administration; (iii) Client Service; (iv) SAF Student Projects; (v) Student Recruitment; and (vi) Student Systems.

The Student Systems Team is responsible for managing the development of the Student Management Package (SMP) which is developed in-house and used by staff and students at onshore and offshore campuses. A Systems Governance framework is being implemented to manage Student Systems development priorities and a five year development roadmap has been established.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Development – analysis, design, testing, implementation, documentation and maintenance of new developments and changes in SMP		60%	
2.	Manage the investigation and resolution of complex problems/anomalies across several databases to facilitate accurate and proper recording/reporting of student records and associated data		15%	
3.	Supervise maintenance of SMP (including Subject Database, user permissions, tutorial management)		10%	
4.	Communicate with Student Systems users on priorities for development and requirements		5%	
5.	Supervise 2 Student System team members		5%	
6.	Contribute to Student Services business planning cycle and quality assurance initiatives		5%	
7.	Supervisory roles: Communicate and consult with staff on	To foster direct relationships	Ongoing	

	workplace and staffing matters.	with staff and enhance engagement with the organisation.		
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
9.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/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:	Senior Manager, Student Systems
The position supervises the following positions:	Specialist Student Systems, Student Systems Coordinator
Other Key Contacts:	ITS developers Student Services Division Faculties Units AQS Student Systems Usergroup Key Student Systems Contacts Central Timetabling Other campus staff

Key Relationships:

Contact/Organisation:	Purpose & Frequency of contact
ITS	Daily
Student Services Division	Regularly
Faculties/Units	Regularly
Student Systems Usergroup	Monthly

Key Challenges:

1. Overseeing the development, testing and successful implementation of Student System priorities for a number of stakeholders to ensure strict deadlines are met which often involves juggling a number of competing priorities
2. Ensuring clear and concise business rules form the basis of Student System development and efficient utilisation of

- scarce development resources.
- 3. Comprehensive testing of Student Systems development to reduce risk which requires manual setup of extremely large numbers of test cases and detailed recording of the results
- 4. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated ability to analyse and translate business and technical requirements into functional and non-functional business rules.
- Demonstrated high level of analytical and problem solving skills, including the ability to analyse complex data and prepare reports and the ability to interpret a variety of complex requests for information into achievable outcomes.
- Demonstrated high level of oral communication skills, including the ability to communicate clearly and effectively with computing professionals as well as with systems users.
- Demonstrated high level of written communication skills, including the ability to write effective systems user documentation.
- Demonstrated high level of organisational and administrative skills
- Demonstrated high level of interpersonal skills, including the ability to work co-operatively in a team environment.

Desirable:

- Knowledge of the Australian Higher Education Sector

SELECTION CRITERIA - Education & Experience:

Essential:

- Tertiary qualifications in a relevant discipline and/or equivalent work experience
- Demonstrated in-depth knowledge of and experience working with student and academic administration systems or information systems where knowledge could be applied
- Demonstrated experience implementing system developments including the writing of detailed business rules, preparing test plans and undertaking comprehensive testing and successfully implementing the changes.
- Demonstrated experience in preparing and delivering training sessions.
- Demonstrated experience in assessing the feasibility of new business requirements and determining how to integrate within existing system functions.
- Experience in project management or coordination

Desirable

- Experience interpreting legislative requirements
- Experience leading teams

Personal Attributes:

- Ability to take initiative and develop creative and functional solutions
- Ability to adapt to a changing environment
- Ability to identify downstream impacts of change
- Possesses problem solving and analytical skills
- Leads by example
- Able to function under extreme pressure with tight deadlines
- Able to take the lead and fix issues in a timely manner when problems arise
- Able to produce high quality work with minimal supervision

Special Job Requirements:

The successful applicant will be able to work extended hours (as system changes are often implemented after hours) and travel when necessary.

Organisational Chart:

Organisational chart coming soon

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____