

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

Position Title: Analyst/Programmer – RIS Level: 6/7
Faculty/Division: Information Technology Services Department/Location: Bld 39B

Primary purpose of the position:

Develop, maintain some of the University's core and ancillary applications and application interfaces that are associated with the RIS Platform as are included in the scope of the 2014 ITPAC project 'RIS Projects and Maintenance', This includes, but is not limited to, RIS Publications, Grants, ERA and associated 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
1.	Complete analysis and development of RIS 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.	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing
9.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing
10.	Have WH&S responsibilities, accountabilities and authorities as outlined in the	To ensure a safe working environment for self &	Ongoing

- Experience in analysing the requirements of a customer and converting those needs into program specifications.
- Ability to deliver agreed upon outcomes 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.

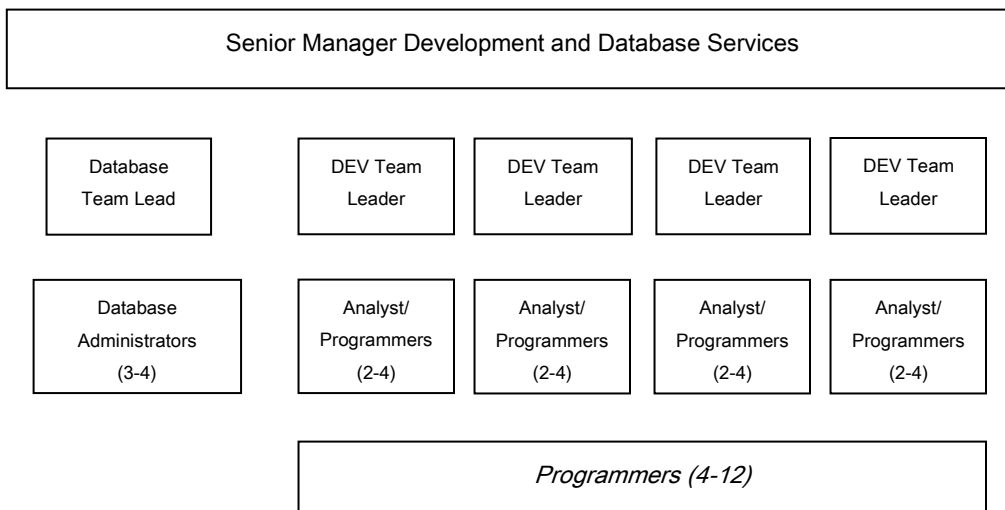
Personal Attributes:

- 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: _____