

**MIDDLEWARE ENVIRONMENT SPECIALIST
POSITION DESCRIPTION**

Position Title:	Middleware Environment Specialist	Position Number:	Faculty/Division: Services & Resources
Classification:	HE08	No. Direct Reports & Highest Classified Position: 0	School/Branch: Technology Services
FTE: 1	Reports to: Manager - Application Integration	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit: Application Services
Position Summary:	<p>The Technology Services branch is a part of the University's Division of Services and Resources, which provides enabling services and resource capabilities to support the University's teaching and research objectives and activities. Technology Services provides services and support to the University of Adelaide community of over 25,000 students and 5000 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.</p> <p>Application Services within Technology Services is responsible for managing the application lifecycle, development and support of key enterprise and local applications including Enterprise Resource Planning systems for HR, Finance and Student Administrative Services, the Learning Management System, Corporate Research Systems and underlying middleware and databases.</p> <p>The Middleware Environment Specialist assists the Application Integration (AI) team in operating and managing our middleware stack environments, web application development environments and other related environments used by the University. The Middleware Environment Specialist is responsible for the server configuration, application deployment, upgrade and support of these environments.</p>		
Position Characteristics:	Scope	<p>The Application Integration Team is responsible for underlying integration services across various applications.</p> <p>Working under broad direction, the Middleware Environment Specialist assists with the maintenance, support and upgrade of the applications supported by the team to students and staff in all areas of the University.</p>	
	Significant internal/external relationships	<ul style="list-style-type: none"> ▪ Deputy CIO – Application Services ▪ Technology Services Managers ▪ Business Units that administer applications at the University ▪ Project Managers ▪ Service Providers ▪ Major Vendors, Peers and Customers 	
	Special conditions	<ul style="list-style-type: none"> ▪ As required, attend meetings and work outside of standard hours. ▪ Primary place of employment is North Terrace campus but may be required to work at and travel to all University campuses and facilities (including hospitals) where University staff and students reside. ▪ Some intra and interstate travel may be required. ▪ Reasonable workplace adjustments will be made for people with a disability. 	

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	Delegations		Nil
<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	1	Application development and support	<ul style="list-style-type: none"> ▪ Create and maintain the enterprise applications within our software development lifecycle. ▪ Development and testing for new applications and enhancements made to existing applications. ▪ Contribute to the development of programming standards and adhere to those standards. ▪ Contribute to the innovative use of contemporary technologies in order to provide an improved service to our customers, both internal and external.
	2	Technical support	<ul style="list-style-type: none"> ▪ Install patches, fixes, upgrades and customisations. ▪ Install, configure and maintain the application server environments where required. ▪ Proactively maintain the availability and performance of the environments. ▪ Liaise closely with relevant internal staff and external organisations to resolve complex technical problems.
	3	Participate and manage projects relating to business applications	<ul style="list-style-type: none"> ▪ Manage and participate in quality planning for new or upgraded enterprise applications including; <ul style="list-style-type: none"> ➢ Plan and scope project work ➢ Develop work packages for application services projects ➢ Track deliverables from application services projects ➢ Report project progress to project board, teams and/or stakeholders
	4	Develop documentation	<ul style="list-style-type: none"> ▪ Develop technical specifications and documentation and apply quality assurance practices to ensure the successful delivery of business applications. ▪ Produce technical requirements specifications for new or upgraded applications. ▪ Manage and participate in testing, quality planning and processing.
	5	Deliver excellent customer service	<ul style="list-style-type: none"> ▪ Ensure that a high standard of customer service is delivered to staff and students of the University. ▪ Manage and resolve customer incidents and maintain communication with key stakeholders. ▪ Escalate problems where appropriate and maintain ownership of issues. ▪ Provide technical guidance to business owners and end-users to assist them to determine their information and system requirements. ▪ Contribute to the process of continuous improvement and learning opportunities.

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Criteria	Capabilities and Behaviours	Teamwork	<ul style="list-style-type: none"> ▪ Effectively utilises team skills and knowledge. ▪ Takes the initiative in progressing team goals. ▪ Sets strong example of being a team player. ▪ Creates an environment where team members have input into the discussion – does not dominate.
		Communication	<ul style="list-style-type: none"> ▪ Composes communications which convey specialised concepts in order to influence outcomes or decisions. ▪ Tailors communication style and delivery method to the level of the audience. ▪ Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues. ▪ Organises events and meetings to facilitate information sharing.
		Achievement Drive	<ul style="list-style-type: none"> ▪ Able to quickly prioritise conflicting demands and evaluate opposing arguments. ▪ Motivates self and others to focused efforts to meet deadlines even in demanding timeframes ▪ Identifies and handles impediments to achieving outcomes ▪ Demonstrates personal energy, and enthusiasm for programs and projects. ▪ Demonstrates a passion for excellence and celebrates achievements.
		Service Focus	<ul style="list-style-type: none"> ▪ Demonstrates and promotes a quality service culture by consulting and involving clients, colleagues and stakeholders. ▪ Builds strong relationships with key clients. ▪ Manages operations with a continual focus on the impact of decisions and actions on clients. ▪ Is proactive in anticipating client needs where possible.
		Continuous learning	<ul style="list-style-type: none"> ▪ Focuses on continually improving the skills and knowledge of people within their area. ▪ Takes ownership to raise issues before they become major problems. ▪ Pays attention to changes in the environment that signal new learning opportunities. ▪ Suggests and promotes creative ideas and approaches to improve individual and team performance. ▪ Supports a learning organisation where individuals can learn and develop from successes and mistakes.

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	<p>Knowledge and Experience</p>	<p>Essential requirements:</p> <ul style="list-style-type: none"> ▪ Demonstrated experience supporting IT Applications in a Java enterprise environment more than 5 years ▪ Demonstrated experiencing providing middleware environment support to Application Development teams, familiarity with SDLC and application deployment processes. ▪ Proven experience with environment management including design, development, installation, configuration, problem analysis, deployment, coordination, and continuous operational improvement of Middleware technologies ▪ Demonstrated experience in managing Oracle Fusion Middleware (Weblogic, OSB, SOA, BPM) server or Jboss Fuse. ▪ Proven communication skills, including outstanding negotiation skills, persuasive ability and excellent communication skills, both verbal and written with all level of stakeholders. ▪ Ability to understand customer scenarios and requirements (including integration situations) and be capable of suggesting solutions and ability to develop appropriate solutions. ▪ Demonstrated ability to work under pressure in complex environments to short deadlines and have high level of attention to detail. <p>Desirable requirements:</p> <ul style="list-style-type: none"> ▪ Ability to perform monitoring, performance management, and be responsible for the planning and implementation of special projects such as upgrades and implementation and integration of new applications. ▪ Demonstrated skills at automating and streamlining middleware support processes via tools/scripts such as WLST, Python/Jython, shell scripts, Perl, Puppet or similar. ▪ Experience supporting web application technologies such as Ruby on Rails or PHP. ▪ Experience with complex data integration between large business applications ▪ Knowledge of high availability architecture and configuration. ▪ Intermediate Linux administration abilities and/or database administration/SQL abilities ▪ Strong reporting and documentation skills
	<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ A relevant tertiary qualification of at least bachelor level and significant relevant experience ▪ Oracle WebLogic Server 11g System Administrator Certification is desirable or relevant certification/experience

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<p>Occupational Health, Safety and Welfare Requirements</p>	<ul style="list-style-type: none"> All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions. 	
<p>University Expectations</p>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; Perform their responsibilities in a manner which reflects and responds to continuous improvement; and Read, understand and comply with all University policies and procedures. 	
<p>Approvals: Head of School / Branch Manager</p>	<p>Head of School / Branch Manager Name: Mark Gregory Signature: Date:</p>	<p>Director Human Resources Name: Signature: Date:</p>
<p>Acknowledgement of Incumbent</p>	<p>I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:</p>	