PEOPLESOFT APPLICATION SPECIALIST
POSITION DESCRIPTION

Position Title:	PeopleSoft Application Specialist	Position Number: XXXXX		Faculty/Division: Services & Resources
Classification:	HEO8	No. Direct Reports & Highest Classified Position: N/A		School/Branch: Technology Services
FTE: 1	Reports to: Manager, Business Applications	Fixed ☒	Continuing ☐	Discipline/Unit: Application Services

Position Summary:	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 3500 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.
	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 data bases.
	The PeopleSoft Application Specialist assists the Business Applications team in operating, managing and developing the PeopleSoft Applications and other related business applications used by the University. The PeopleSoft Application Specialist has responsibility for the development, upgrade and support of these applications.

Position Characteristics:	Scope	Business Applications is responsible for the delivery of technology solutions to 18,000 students and 3000 FTE University staff. The team are responsible for supporting and developing Enterprise Resource Planning Applications for HR, Finance and Student Administrative Services.
		Under broad direction the PeopleSoft Application Specialist works on projects and operational activities, assisting with the maintenance, support and upgrade of the applications supported by the team.
	Significant internal/external relationships	- Deputy CIO – Application Services - Technology Services Managers - Business Units that administer the applications - Service providers - Major Vendors, Peers and Customers
	Special conditions	Reasonable workplace adjustments will be made for people with a disability.
		Some out of hours work and travel, both intra and interstate may be required
	Delegations	Nil

Key Responsibilities and Outcomes	1	Application Development and Support.	▪ Create and maintain the enterprise applications within our software development lifecycle.
Describe the key responsibilities and outcomes required for the role in the normal course of work			▪ Develop and test new applications and enhancements made to existing applications, including integration to other systems.
			▪ 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.	▪ Install patches, fixes, upgrades and customisations.
			▪ Install, configure and maintain the ERP server environments.
			▪ Proactively maintain the availability and performance of the environments.
			▪ Liaise closely with relevant internal staff and external organisations to resolve complex technical problems.
	3	Projects.	▪ Participate in and when appropriate manage projects relating to the business applications.
			▪ Develop a plan and scope of work with consultation of appropriate stakeholders.
			▪ Develop work packages and/or participate in the delivery of these packages.
			▪ Track the progress and quality of deliverables.
	4	Documentation and Planning.	▪ Develop technical specifications and documentation and apply quality assurance practices to ensure the successful delivery of business applications.
			▪ Produce technical requirements specifications.
			▪ Manage and participate in testing.
			▪ Manage and participate in quality planning and processing.
	5	Customer Service Delivery.	▪ Ensure that a high standard of customer service is delivered to staff and students of the University.
			▪ Manage and resolve incidents.
			▪ Escalate problems where appropriate.
			▪ Contribute to the improvement of processes used within Business Applications and across teams that we work with.

Criteria	Capabilities and Behaviours	Teamwork	▪ 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	▪ 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	▪ 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	▪ 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	- 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.
	Knowledge and Experience		- Proven experience with PeopleSoft application development - Experience with PeopleSoft software installation and maintenance on an enterprise server platform an advantage - Experience with web development methodologies and technologies are an advantage - Experience with Agile/SCRUM development methodologies and technologies is desirable
	Qualifications		A relevant tertiary qualification of at least bachelor level and significant relevant experience.
Occupational Health, Safety and Welfare Requirements			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.
University Expectations			All staff are expected to: - 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 an 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.

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Approvals: **Head of School / Branch Manager**	**Head of School / Branch Manager** **Name:** Mark Gregory **Signature:** **Date:**	**Director Human Resources** **Name:** **Signature:** **Date:**
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name:*(please print)* Signature: Date:	