SENIOR APPLICATION SPECIALIST
POSITION DESCRIPTION

Position Title:	Senior Application Specialist	Position Number:		Faculty/Division: Services & Resources
Classification:	HE08	No. Direct Reports & Highest Classified Position: N/A		School/Branch: Technology Services
FTE: 1	Reports to: Manager - Research Administration 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 life-cycle, development and support of key enterprise and local applications including Enterprise Resource Planning for HR, Finance and Student Administrative Services, the Learning Management System, Corporate Research Systems and underlying middleware and databases.
	The Senior Application Specialist assists the Research Administration Applications team to provide high quality online services to university staff and students. The Senior Application Specialist is responsible for the development, upgrade and support of online applications. The position provides complex systems analysis, design, program development, testing and implementation for new systems and enhancements to existing systems in support of the University's research activities and goals.
	The Senior Application Specialist collaborates and provides technical guidance to business owners and end-users to assist them to determine their information and system requirements, and the adoption of appropriate measures to meet their demands.

Position Characteristics:	Scope	The Research Administration Applications team develops and maintains online applications serving the needs of researchers and research administration staff.
		Under limited direction the Application Specialist works on projects and operational activities, assisting with the maintenance, support, upgrade, development and integration of the applications supported by the team.
	Significant internal/external relationships	The holder of this position is expected to work closely with the teams that develop, support and upgrade the online applications in conjunction with the various Business Units that administer the applications.
		Outside of the University, the Application Specialist will work with vendors, customers and peers as required by particular tasks or projects.
	Special conditions	▪ Some out of hours work and travel, both intra and interstate may be required. ▪ Reasonable workplace adjustments will be made for people with a disability.
	Delegations	Nil

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Key Responsibilities and Outcomes Describe the key responsibilities and outcomes required for the role in the normal course of work	1	Application Development.	- Create and maintain the enterprise applications within our software development lifecycle. - 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	Develop Programming Standards.	- Development of programming standards and adherence procedures - Implementation of version control and release management systems for efficient collaboration and orderly development - Contribute to the innovative use of contemporary and emerging web application technologies and patterns such micro services in order to provide improved and reliable online applications.
	3	Manage Online Application Projects.	- Participate in and manage projects relating to online applications - Plan and scope work; develop work packages for online applications projects; and track deliverables from online applications projects - Report project progress to project board, teams and/or stakeholders - Manage and participate in quality planning for new or upgraded online application projects.
	4	Develop Technical Specifications & Documents.	- Develop technical specifications and design documentation and apply quality assurance practices to ensure the successful delivery of online applications - Negotiate requirements from prospective users of new or upgraded online applications - Produce technical requirements specifications for new or upgraded online applications - Manage and participate in testing of new or upgraded online applications
	5	Provide high standard of Customer Service.	- Ensure that a high standard of customer service is delivered to staff and students of the University - Monitor and administer production systems and provide third tier user support. - Undertake complex maintenance tasks for University online application systems, and develop and implement innovative solutions to resolve system problems and customise applications to satisfy changing requirements. - Act as an escalation point for complex customer issues. - Contribute to continuous improvement processes and learning opportunities.

Criteria	Capabilities and Behaviours	Teamwork	• Keeps team members informed of relevant issues impacting on them or their work. • Takes the initiative in progressing team goals. • Effectively utilises team skills and knowledge. • Encourages all team members to participate and share their knowledge.
		Communication	• Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues. • Tailors communication style and delivery method to the level of the audience. • Prepares and delivers confident and persuasive presentations. • Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes.
		Achievement Drive	• Identifies and handles impediments to achieving outcomes. • Demonstrates personal energy, and enthusiasm for programs and projects. • Delivers excellent outcomes within deadlines. • Demonstrates a passion for excellence and celebrates achievements.
		Service Focus	• Is proactive in anticipating client needs where possible. • Manages operations with a continual focus on the impact of decisions and actions on clients. • Develops and implements systems and policies to ensure outstanding client service is achieved. • Models high standards of service delivery to clients and stakeholders.
		Continuous learning	• Suggests and promotes creative ideas and approaches to improve individual and team performance. • Pays attention to changes in the environment that signal new learning opportunities. • Recognises the validity of other viewpoints and is not fixed in his/her ideas. • Removes roadblocks to facilitate continuous improvement initiatives. • Reflects on own work practices and participates in a wide range of learning opportunities.

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	Knowledge and Experience	- Demonstrated experience in the full Software Development Lifecycle of enterprise class web applications (essential) - Demonstrated experience with at least two of the following (essential): - Server-side web application and web service development in Ruby on Rails, PHP or Java using relevant MVC frameworks - Developing dynamic client side experiences with JavaScript and Ajax using libraries and related frameworks such as JQuery and Angular etc. - Relational data modelling and management in Oracle, MS SQL or Postgres - Demonstrated experience in data mapping, migration and integration (essential) - Demonstrated experience in either Linux or Windows Server system administration (essential) - Demonstrated experience in Agile+Scrum or Kanban and continuous delivery approaches (desirable) - Demonstrated experience in an operational support role, such as help desk and level 2/3 support function (desirable)
	Qualifications	A relevant tertiary qualification of at least bachelor level and/or extensive 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.

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:	