**RESEARCH INFORMATION SYSTEMS ANALYST
POSITION DESCRIPTION**

Position Title:	Research Information Systems Analyst	**Position Number:**		**Faculty/Division:** Deputy Vice-Chancellor and Vice-President (Research)
Classification:	HEO7	**No. Direct Reports & Highest Classified Position:** 0		**School/Branch:** Office of the DVC&VPR
FTE:	**Reports to: (Title)** Associate Director Research Systems	**Fixed** ☒	**Continuing**	**Discipline/Unit:**

Position Summary:	The University of Adelaide is a research intensive university and a member of the Group of Eight. It is distinguished by its international reputation and commitment to innovation and excellence in research and teaching. The Corporate Research Systems (CRS) team works in collaboration with Technology Services and is responsible for a range of projects pertaining to the development and implementation of research systems in the Division, including ORBIT and the ERA submission system.	
	Under limited direction, the Research Information Systems Analyst is responsible for providing user support, system maintenance, system documentation and system development solutions for the University's research business information tools, including ORBIT. ORBIT is a web-based system that provides information on the research activities of the University to enhance management and reporting capabilities.	
Position Characteristics:	**Scope**	End user support for research systems is provided to the University research community by the CRS team. These systems include, but are not limited to ORBIT, Bio-compliance, Research Master Enterprise, Online Scholarship applications and ERA data collection, optimisation and submission.
	Significant internal/external relationships	Research Administration Portfolios at the University Faculties, Schools and Researchers External service providers and vendors Affiliated organisations Research funding agencies, e.g. ARC and NHMRC Federal and State Government Departments
	Special conditions	Reasonable workplace adjustments will be made for people with a disability. Out of hours work may be required.
	Delegations	N/A

Key Responsibilities and Outcomes Describe the key responsibilities and outcomes required for the role in the normal course of work	1	Systems Analysis	- Record, document, consult, analyse, prioritise, test and coordinate the implementation, of research information systems related to production problems in order to deliver acceptable and timely solutions and/or business outcomes to all relevant parties. - Assist in the development of new research support systems, including gathering and documenting user requirements, Project Scopes, Functional/Technical Specifications, UAT Test Scripts, System Help Documentation, Training materials, Release Notes, Procedural Documentation, Operating Instructions, and other such documentation. Undertake testing of new research support systems, and coordinate User Acceptance testing session as required. - Assist in the delivery of necessary scheduled and unscheduled research information systems administration/maintenance tasks.
	2	System development and Maintenance	- Undertaking the recording, documentation, consultation, analysis, testing, implementation and communication of changes arising from research information systems System Change Requests from inception through solution delivery. - Undertake all assigned facets of the systems development life cycle of new research information systems related projects. - Assist with system defect/enhancement maintenance releases in conjunction with end users and Information Technology Services.
	3	Training and help desk support	- Provide first and second level Helpdesk support (per the ORBIT Production Support Document) for the University's research information systems to the user community by monitoring the ORBIT helpdesk phone number and responding to email support requests. - Undertake the training of research information system end-users as required. - Manage bookings for system related training courses and liaise with ITS Training staff in the preparation of training materials and administration of courses.
	4	Stakeholder management	- Assist with the management and control of end-user systems access requests including the bookings of any mandatory system training with the requests. - Communicating systems enhancements, scheduled downtime and other changes to the user community. - Act as research information systems ambassador to provide focussed and proactive marketing, communication, and demonstrations of research system capabilities.
	5	Quality assurance and testing	Assist in the preparation of new and updates to existing research information system support documentation as required. This may include the documentation of Project Scopes, User Requirements, Functional/Technical Specifications, UAT Test Scripts, Systems Help

			Documentation, Training materials, Release Notes, Procedural Documentation, Operating Instructions, Websites, Wiki's and other such documentation.
Criteria	**Capabilities and Behaviours**	Achieve Drive	- Plans ahead to ensure all tasks completed. - Delivers high quality output. - Committed to meeting deadlines even with demanding timeframes. - Negotiates and sets expectation for work commitments.
		Communication	- Uses appropriate communication methods for effective interactions with preference towards personal interactions. - Uses high level communication skills (clarifying questions, summarising, paraphrasing) to ensure their meaning is understood.
		Flexibility and Adaptability	- Adapts to change in environment and work demands, working effectively with a variety of situations and people. - Provides ideas for improvement and constructive input into change initiatives.
		Relationship Building	Focuses upon establishing and maintaining productive relationships with key internal groups to ensure collaborative work practices.
		Service Focus	Seeks to understand clients' operating environment and to understand their issues/problems.
		Team Work	- Provides appropriate information, support and encouragement to enable successful task completion. - Actively participates in team meetings through sharing ideas and contributing to discussions. - Supports team members to achieve goals by sharing workloads.
		Strategic thinking	- Supports others in discriminating between important and essential activities. - Identifies the broader impact of problems in own work area and acts to minimise or address these.

	Knowledge and Experience	**Essential**
		
		- Demonstrated strong problem solving and analytical skills.
		- Excellent written and verbal skills
		- Demonstrated ability to elicit system requirements and prepare:
		    User requirements documentation,
		    Functional and Technical specifications,
		    System and UAT testing documentation,
		    End User Training, Help Documentation and related materials.
		- Experience in the use of corporate systems within a large organisation.
		- Demonstrated ability to work effectively, independently and/or with others as a team.
		- Previous experience in a Helpdesk or customer support role.
		
		Desirable
		
		- Understanding of the University sector, of research and of related structures and processes in a research-oriented Institution.
		- Broad understanding of research information requirements and existing research information systems and business processes within a University context.
		- Highly developed Microsoft Excel and Word skills.
		- Ability to undertake ad-hoc queries using SQL.
		- Previous experience in software development environments.
		- Experience in the use of the ORBIT, ResearchMaster, Symplectic and the PeopleSoft suite of applications.

	Qualifications	- A relevant tertiary qualification and/or experience is desirable.
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 Performance Development Review Process 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** ~~Richard Russell~~ **ACTING DEPUTY VICE-CHANCELLOR** **(RESEARCH)** **Name:** **Signature:** *[signature]* **Date:** 4. 6. 15 .	**Director Human Resources** **Name:** **Signature:** **Date:**
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name: *(please print)* Signature: Date:

May12