POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title: eResearch Support Officer   Level: 6/7

Faculty/Division: Information Technology Services   Department/Location: Technology & Infrastructure Group

Primary purpose of the position:

The eResearch Support Officer is expected to contribute to the definition, creation and collaborative execution of the overall eResearch agenda at the University of Wollongong, with a specific responsibility of supporting and coordinating the delivery of outcomes. The primary purpose of this position is to support the University in eResearch which comprises of working with key research stakeholders to analyse the needs for high performance computing, storage and eResearch supporting services and to design as well as in a team to define and implement solutions to satisfying the needs of the research community. The eResearch Support Officer will have excellent leadership, management, teamwork, communication, problem solving and project management skills.

Position Environment:

Information Technology Services (ITS) is the University's central IT provider, delivering to the campus community a robust infrastructure platform enabling the delivery of services and support inline with strategic and operational requirements.

This position which is based within ITS's Technology and Infrastructure Group (T&I) is responsible for collaborating with researchers across the University to establish there research needs whilst at the same time supporting the execution of an agenda to improve the overall IT support services for academic computing at the University of Wollongong

ITS's role in the organisation is to support, advise and enable the University community. In doing so this position requires an individual with strong technical leadership skills, a commitment to working in large teams to produce quality outcomes and most importantly a proven track record as a mentor.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	Interacting with researchers and research groups at the University to identify their research needs for high performance computing, data management and other eResearch supporting services.	To engage and communicate eResearch to the research community at UoW.	20%	
2.	Assisting and supporting researchers and research groups undertaking eResearch by supporting the implementation of services	Provide tools and resources to ensure a high level of stakeholder satisfaction.	20%	
3.	Identifying skills and knowledge shortfalls in the use of infrastructure and services amongst the research community and work with the team to organise the definition, creation and deliver of necessary training and/or mentoring programs to develop a more robust eResearch strategy.	An ongoing needs analysis to evaluate the current state of infrastructure services and needs of the research community to develop san eResearch strategy.	15%	
4.	Promoting the awareness and usage of high performance	To foster direct relationships	15%	

	infrastructure, eResearch services and access to national eResearch support to the research community.	with academic staff whilst creating a culture of eResearch to enhance engagement with the organisation.		
5.	Working closely with the institution's research support divisions such as Research Services Office (RSO), Library and other eResearch groups to ensure efficient and collaborative delivery of research supporting services.	Working collaboratively in a coordinating role to ensure effectiveness of eResearch within UOW.	10%	
6.	Working in partnership with State and Federal eResearch Service Providers such as Intersect, ANDS etc, to ensure UOW's eResearch and project needs are met.	Ensuring outcomes are delivered inline with contractual obligations.	10%	
7.	Contribute to the definition of an overall eResearch strategy at the University of Wollongong, largely informed by observations and experiences.	Definition of a UOW eResearch strategy	10%	
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 OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Senior Manager, Technology and Infrastructure
The position supervises the following positions:	N/A
Other Key Contacts:	Director, ITS

Key Relationships:

Contact/Organisation:	Purpose & Frequency of contact
Senior Manager, Technology and Infrastructure	Collaborative - Frequent
Director, ITS	As required
Associate Librarian, Resources - Library	As required
Senior Manager, Research ICT & Data, RSO	As required
Research groups and/or individual researchers	As required

Key Challenges:

- eResearch is a new area within the University of Wollongong and more specifically ITS, one that is rapidly evolving elsewhere, best practices have yet to be established. The potential problem with the development and implementation of this agenda is the cultural shift and the buy-in that will be required from the UOW academic community and all stakeholders.

- There are minimal technology-aided solutions at this point to assist in the automation of processes not only in regards to systems but also due to a lack of processes within the research community and between different stakeholders.

- At present the different stakeholders are acting on an ad hoc basis and there is a lack of a coordinated approach to a developed eResearch vision across the University at large. Strategies and communications need to be developed

collaboratively to ensure a uniformed approach to the research community which in turn will give credibility to the concept of eResearch.

SELECTION CRITERIA - Knowledge & Skills:

Essential:
- Ability to interact with a very diverse range of research communities with the purpose of trying to understand their needs and define solutions
- Proven ability to liaise, and to understand and manage the needs of broad and complex stakeholder groups with diverse viewpoints
- Demonstrated ability to work effectively in a diverse team
- Self management skills required to work in a multi-project and multi-program collaborative environment.
- Technical skills in some of the following areas:
    o High Performance Computing
    o Data management solutions
    o General IT Research solutions
    o Business analysis/needs analysis
    o Project Management

SELECTION CRITERIA - Education & Experience:

Essential:
- Degree or other tertiary qualification in an appropriate discipline, or an equivalent level of work experience and training
- Demonstrated past experience in a relationship management type role.
- Proven track record in policy and strategy development.
- Experience in overseeing large complex projects with numerous stakeholders and constraints
- Familiarity with technology and how it can be applied to support the academic community.
- An understanding of the role eResearch agencies such as Intersect and ANDS play in the academic community.

Personal Attributes:

- Interpersonal relationship management skills
- Proven ability to think and act strategically
- Ability to work in a team environment and the diverse University community
- Ability to be innovative, and to solve problems
- Ability to work in a busy environment with frequent interruptions, to meet deadlines and reprioritise

Special Job Requirements:

- Need to meet tight deadlines
- Flexible working hours, with occasional work outside business hours
- Agreement to sign ITS Confidentiality Agreement
- Acceptance of, and adherence to, the ITS Customer Charter