University of Wollongong

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

Position Title: Analyst/Programmer - RIS   Level: 6/7

Faculty/Division: Information Technology Services   Location: Building 39B, Wollongong Campus

Primary purpose of the position:

Develop, maintain and aid in the support of some of the University's core and ancillary applications and application interfaces that are associated with the Research Information System (RIS).

Position Environment:

Information Technology is a central component of the University of Wollongong's core business. The IT infrastructure incorporates the provision of computer, development, network, and communication services to the campus community for academic, teaching, research and general administrative functions.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	Complete analysis and development of software for use in the University.	To release quality software that meets the business needs	70%	
2.	Assist in the support of software users in the University.	Ensure managed applications users a fully able to effectively use the product	10%	
3.	Assist in the planning, monitoring, recording and reporting of the activities of the Development Unit.	Quality planning and tracking of team activities	5%	
4.	Assist in the development and refinement of processes to provide efficient, cost effective and timely management and resolution of software problems.	Constant improvements in unit's processes	5%	
5.	Seek new technologies and techniques for improving application procedures.	Constant improvements in the development toolkit	5%	
6.	Actively adopt, promote and facilitate a customer focus approach to the delivery of all ITS and work associated activities.	High quality customer service and relations	5%	
8.	Observe principles and practices of Equal Employment Opportunity.	To ensure fair treatment in the workplace	Ongoing	
9.	Have OH&S responsibilities, accountabilities and authorities as outlined in the OHS Roles and Responsibilities Document.	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	A Team Leader in the Development and Databases Unit
The position supervises the following positions:	None
Other Key Contacts:	Minimal supervision from Senior Manager Development and Databases

Key Relationships:

Contact/Organisation: **Purpose & Frequency of contact**

Application Business Analysts   Regular: Discussions on development specifications and
                                                                             progress

Application Business Support   Regular: Discussions and resolution of support issues

Key Challenges:

1. Time Management: Being able to work with multiple projects and priorities
2. Flexibility: Ability to work, at times, independently, and at others, as part of a bigger team
3. Problem Solving: Responsibility to independently analyse problems and recommend and implement solutions

Knowledge & Skills:

Essential:
- Degree or other tertiary qualification in an appropriate discipline or experience in programming in a software language used by the University

Education & Experience:

Essential:
- Strong knowledge and experience in developing or maintaining software applications in one of the languages used by the University.
- Demonstrated ability to work as part of a team.
- Sound knowledge of databases and design implications of software interacting with databases.
- Experience in analysing the requirements of a customer and converting those needs into program specifications.
- Ability to identify and use quality assurance techniques to ensure new software is of an appropriate standard.
- Ability to work with users to minimise the impact of change when applications are changed.
- Strong problem solving skills.
- Ability to mentor and guide less experienced team members.

Personal Attributes:

Essential:

- Understanding of and the ability to effectively apply customer focus techniques.
- High level of communication skills.
- Ability to work both independently and in a team environment.
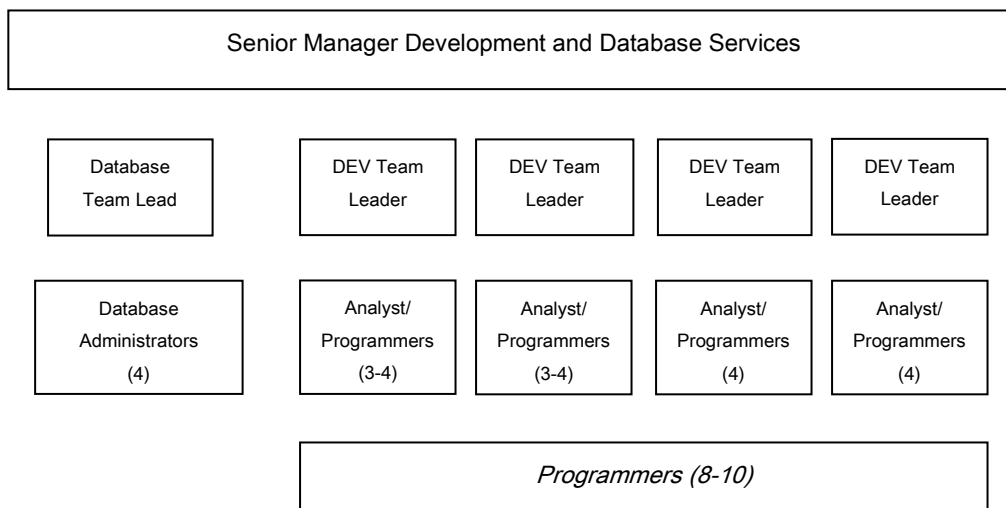- Ability to meet deadlines.

Desirable:

- Ability to be innovative.

Special Job Requirements:

- The occupant of this position has read, accepts and will support the terms of the ITS Customer Service Charter.
- The occupant will have a commitment to the identification and application of world best practice techniques to software development within the University.
- Occasional after hours work is required for both deployment and support of applications.

Organisational Chart:

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┌─────────────────────────────────────────────────────────────────┐
│         Senior Manager Development and Database Services          │
└─────────────────────────────────────────────────────────────────┘

┌────────────┐   ┌────────────┐  ┌────────────┐  ┌────────────┐  ┌────────────┐
│ Database   │   │ DEV Team   │  │ DEV Team   │  │ DEV Team   │  │ DEV Team   │
│ Team Lead  │   │ Leader     │  │ Leader     │  │ Leader     │  │ Leader     │
└────────────┘   └────────────┘  └────────────┘  └────────────┘  └────────────┘

┌────────────┐   ┌────────────┐  ┌────────────┐  ┌────────────┐  ┌────────────┐
│ Database   │   │ Analyst/   │  │ Analyst/   │  │ Analyst/   │  │ Analyst/   │
│ Administr. │   │ Programmers│  │ Programmers│  │ Programmers│  │ Programmers│
│ (4)        │   │ (3-4)      │  │ (3-4)      │  │ (4)        │  │ (4)        │
└────────────┘   └────────────┘  └────────────┘  └────────────┘  └────────────┘

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                 │          Programmers (8-10)               │
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University of Wollongong

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

Position Title: Analyst/Programmer – Special Projects   Level: 6/7

Faculty/Division: Information Technology Services   Location: Building 39B, Wollongong Campus

Primary purpose of the position:

Develop, maintain and aid in the support of some of the University's core and ancillary applications and application interfaces that are associated with the Special Projects Team, including the eLearning Platform project, as approved by ITPAC for 2013.

Position Environment:

Information Technology is a central component of the University of Wollongong's core business. The IT infrastructure incorporates the provision of computer, development, network, and communication services to the campus community for academic, teaching, research and general administrative functions.

Major Accountabilities/Responsibilities:

	Responsibilities	Outcome	Percentage of Time	Office Use Only
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4.	Assist in the development and refinement of processes to provide efficient, cost effective and timely management and resolution of software problems.	Constant improvements in unit's processes	5%	
5.	Seek new technologies and techniques for improving application procedures.	Constant improvements in the development toolkit	5%	
6.	Actively adopt, promote and facilitate a customer focus approach to the delivery of all ITS and work associated activities.	High quality customer service and relations	5%	
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- Ability to mentor and guide less experienced team members.

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- Ability to meet deadlines.

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- Occasional after hours work is required for both deployment and support of applications.

Organisational Chart:

Senior Manager Development and Database Services

Database Team Lead	DEV Team Leader	DEV Team Leader	DEV Team Leader	DEV Team Leader
Database Administrators (4)	Analyst/ Programmers (3-4)	Analyst/ Programmers (3-4)	Analyst/ Programmers (4)	Analyst/ Programmers (4)

Programmers (8-10)