![Flinders University logo]

Position Description – Senior IDS Platforms Analyst & Coordinator
Updated 23/1/2024

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor	Senior IDS Platforms Lead- Student & Financial Management
Classification	Higher Education Officer 7
Employment Type	Multiple positions, full-time

POSITION SUMMARY

Under broad direction, the role is responsible for conducting analysis, support and coordination activities related to the ongoing operation and development of the relevant platforms and applications.

The role is also responsible for supporting the stable, reliable and performant operations of the relevant platforms and applications.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.
- *A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.*
- *An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University* COVID-19 Vaccination Policy (2022). *If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.*

The key position responsibilities include:

Technical Management & Support

1. Coordinating the technical change, configuration and release management process for the relevant platforms and applications in alignment with IDS frameworks, principles and standards.

2. Conducting requirements analysis activities, interpreting business requirements and translating into technical requirements. Conducting business change impact analysis to identify appropriate change management activities to support system changes.

3. Ensuring the continuous development of relevant platforms and applications by analysing, configuring, testing and documenting new functionalities and capabilities.

4. Ensuring the timely resolution of issues and customer queries in collaboration with other relevant IDS teams.

Technical Vision & Roadmap

5. Supporting the relevant stakeholders in developing and implementing the vision and associated roadmap for the platform and applications.

6. Supporting the development of business cases for new or enhanced technologies and solutions to support the delivery of the roadmap.

Technical Knowledge & Excellence

7. Supporting both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.

8. Periodically participating in knowledge building activities and events to be aware of latest/best practices for their area of responsibility and to keep skills and knowledge up to date.

9. Supporting the provision of timely and effective advice and support to customers and stakeholders by identifying improvements to support services and providing technical expertise to enable customers to adopt new technologies and processes.

Risk, Governance & Ways of Working

10. Supporting an agile based way of working to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities. Balancing the need to support day to day operations in a stable and reliable manner, with the need to undertake functional enhancements and new features for customers.

11. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.

12. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

13. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

- Appropriate tertiary qualification in Information Technology or relevant technical area, and / or equivalent relevant experience in an IT environment.

- High level thinking, planning and analytical skills to support outcomes and meet the University's strategic goals.

- Well-developed skills in contributing to a team reaching its full potential, including well developed interpersonal and relationship management skills.

- General experience in dealing with customer relationships and expectations.

- General experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.

- Well-developed self-improvement and growth mindset/approach to the role and as part of a wider team.

- Well-developed interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.

- Significant experience in supporting and maintaining Commercial-Off-The-Shelf (COTS) applications and Software as a service and enterprise applications and systems.

- Broad knowledge and experience in the design and execution of application upgrades including planning, test plan, execution and program close out using good change management principles and practices.

- Broad knowledge of the principles and practices of the software development lifecycle.

- Higher education experience advantageous.