

## Position Description - Senior IDS Platforms Analyst & Developer

Updated 12/08/2022

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor	Senior IDS Platforms Lead, Service and Marketing Success
Classification	Higher Education Officer 8
Employment Type	Full-time – Fixed-term

POSITION SUMMARY
<p>Under broad direction, the role is responsible for the technical and operational leadership, design, planning, development, management, configuration and support of the relevant platforms and applications.</p> <p>The role is also responsible for ensuring the stable, reliable and performant operations of the relevant platforms and applications.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>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:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;</li> <li>• 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;</li> <li>• promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>• perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>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.</i></p> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University <a href="#">COVID-19 Vaccination Policy (2022)</a>. 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.</i></p>

## KEY POSITION RESPONSIBILITIES

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. Planning, managing and performing maintenance, upgrades and enhancement of relevant platforms and applications in alignment with IDS frameworks, principles and standards.
3. Designing, developing, implementing and maintaining solutions for integration and enhancement of relevant platforms and applications in alignment with IDS frameworks, principles, guardrails and design standards.

### Technical Vision & Roadmap

4. Supporting the relevant stakeholders in developing, implementing and managing the vision and associated roadmap for the platform and applications, ensuring the vision and roadmap is aligned to the strategic objectives and relevant governance principles of IDS and Flinders.
5. Developing business cases for new or enhanced technologies and solutions to support the delivery of the roadmap.

### Technical Knowledge & Excellence

6. Conducting both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.
7. Periodically participating in knowledge building activities and events to be aware of latest/best practices and to keep skills and knowledge up to date.
8. Managing 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

9. Managing day-to-day vendor interactions and relationships using sound commercial judgement in accordance with University procurement policies.
10. Supporting and maintaining 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.

## KEY POSITION CAPABILITIES

- Appropriate tertiary qualification in Information Technology or relevant technical area, and / or equivalent relevant experience in an IT environment.
- High level strategic thinking, planning and analytical skills to support outcomes and meet the University's strategic goals.
- High level interpersonal and relationship management skills and the ability to manage staff performance.
- Broad experience in building and managing customer relationships and expectations.
- Broad experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- High level self-improvement and growth mindset/approach to the role and as part of a wider team.
- High level 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.
- High level 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.