

JOB DESCRIPTION

Senior Systems Specialist

ROLE TITLE	Senior Systems Specialist
SECTION/DIVISION:	IT Information Systems, Digital Division
REPORTS TO:	Product Manager or Product Lead or Group Leader Cloud Solutions
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide expert specialist information system management services and deep specialist knowledge to maintain efficient operation of systems. Ensure systems are robust, secure and deliver accurate, timely and resilient business process outcomes. Deal with complex problems escalated from support functions.</p> <p>Provide expert domain analysis of organisational requirements and specify software and system requirements for upgraded and new IT solutions. Review and undertake technical design and perform implementation of new and/or enhanced software provision. Provide specialist solutions for improvement of organisational efficiency and productivity maintaining and improving information systems for the organisation.</p> <p>Interaction and collaboration with a range of stakeholders and a client focused orientation in providing excellent service delivery is critical to success in the role.</p>
ACCOUNTABILITIES:	<p>Application support, ASUP: Level 5 Ensures that all requests for support are dealt with according to set standards and procedures.</p> <p>Drafts and maintains procedures and documentation for applications support.</p> <p>Manages application enhancements to improve business performance.</p> <p>Advises on application security, licensing, upgrades, backups, and disaster recovery needs.</p> <p>Software configuration, PORT: Level 5 Takes technical responsibility across all stages and iterations of configuration development and deployment.</p> <p>Plans and drives software configuration activities. Adopts and adapts appropriate software configuration methods, tools and techniques.</p> <p>Measures and monitors the application of standards for configuration design and deployment including software security.</p> <p>Contributes to the development of organisational policies, standards, and guidelines for software configuration design and deployment.</p> <p>Systems design, DESN: Level 4 Designs system components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.</p> <p>Identifies and evaluates alternative design options and trade-offs. Creates multiple design views to address the concerns of the different stakeholders and to handle functional and non-functional requirements.</p>

Models, simulates or prototypes the behaviour of proposed system components to enable approval by stakeholders.

Produces detailed design specifications to form the basis for the construction of systems. Reviews, verifies and improves own designs against specifications.

Programming/software development, PROG: Level 4

Designs, codes, verifies, tests, documents, amends and refactors complex programs/scripts and integration software services.

Contributes to the selection of the software development methods, tools and techniques.

Applies agreed standards and tools to achieve well-engineered outcomes.

Participates in reviews of own work and leads reviews of colleagues' work.

Specialist advice, TECH: Level 4

Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.

Actively maintains knowledge in one or more identifiable specialisms.

Recognises and identifies the boundaries of their own specialist knowledge.

Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Change control, CHMG: Level 4

Assesses, analyses, develops, documents and implements changes based on requests for change.

Ensures that operational processes are in place for effective change control.

Develops, configures and maintains tools to manage and report on the lifecycle of change requests.

Identifies problems and issues and recommend corrective actions.

Emerging technology monitoring, EMRG: Level 4

Supports monitoring of the external environment and assessment of emerging technologies.

Contributes to the creation of reports, technology roadmapping and the sharing of knowledge and insights.

Release and deployment, RELM: Level 5

Leads the assessment, analysis, planning and design of release packages, including assessment of risk.

Liaises with business and technology teams on release scheduling and communication of progress. Conducts post-release reviews.

Ensures that release processes and procedures are applied and that releases can be rolled back as needed.

Identifies, evaluates and manages the adoption of appropriate release and deployment techniques, processes and automation tools.

Business situation analysis, BUSA: Level 4

Investigates business situations where there is some complexity and ambiguity.

Adopts holistic view to identify and analyse problems and opportunities.

Contributes to the selection of the approach and techniques to be used for business situation analysis.

Conducts root cause analysis and identifies recommendations for improvements.
Engages and collaborates with operational stakeholders.

KEY RELATIONSHIPS:Internal

Students, academic staff, professional staff and community
IT Services Division staff

External

University and industry peers
Vendors, service providers, and contractors

QUALIFICATIONS AND EXPERIENCE:Essential

Tertiary qualification in a relevant discipline, recognised qualification(s) or equivalent professional experience appropriate to the role.
Considerable experience in a role involving systems administration and management of systems
Deep business domain experience in a specific area of information systems (eg. HR, Finance, ERP, Web, CRM, Research, Facilities, eLearning systems)
Experience with data extraction, manipulation and integration.
Ability to identify problems and find solutions
Experience installing, configuring, documenting, testing, training, and implementing new information systems.

Preferred

Tertiary level IT qualification
Proven ability to build and maintain strong working relationships and communicate at varying levels across a large organisation.
Familiarity of, or experience working in, the tertiary sector.
Automating and enhancing operational activities
Understanding of information system vulnerability management
An understanding of information systems cybersecurity principles and practices

TECHNICAL SKILLS AND KNOWLEDGE:

Analytical mindset and ability to approach challenges creatively
Knowledge of data modelling and data visualisation tools
Critical thinking ability
Strong problem-solving capacity
Broad understanding of information systems
High-level written and verbal communication skills
Ability to work under pressure and to tight deadlines
Documentation and knowledge sharing
Effective communication skills and ability to work well in a team
Exemplary customer service skills
Attention to detail

SPECIAL REQUIREMENTS:	Contribute as part of a network of / Information Systems staff to provide suitable coverage during periods of leave, peak period activities and to cater for university and customer requirements. Specific work may require embedded work in departments. Support of scheduled after hours work will be required on occasion. Provide service and support to the University of Otago satellite campuses as and when required. Maintain high levels of discretion and confidentiality of information and data.
	At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.
PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Senior Systems Specialist

Role Type: Specialist

SFIA Levels of responsibility

Autonomy	4	Influence	4	Complexity	5	Business Skills	5	Knowledge	4
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Delivery and operation	Technology management	Application support	ASUP							
Development and implementation	Systems development	Software configuration	PORT							
Development and implementation	Systems development	Systems design	DESN							
Development and implementation	Systems development	Programming/software development	PROG							
Strategy and architecture	Advice and guidance	Specialist advice	TECH							
Delivery and operation	Service management	Change control	CHMG							
Strategy and architecture	Strategy and planning	Emerging technology monitoring	EMRG							
Delivery and operation	Technology management	Release and deployment	RELM							
Change and transformation	Change analysis	Business situation analysis	BUSA							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>