JOB DESCRIPTION
Systems Specialist

ROLE TITLE	Systems Specialist
SECTION/DIVISION:	IT Information Systems, Digital Division
REPORTS TO:	Product Manager *or* Product Lead
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide specialist systems knowledge combined with analysis of organisational requirements to deliver software and system management and change in information systems enabled solutions. Review and undertake technical design and contribute to the implementation of enhancements, change and/or upgrades of software and systems.
	Deal with complex systems problems in a specific domain escalated from generalist support functions in a timely and efficient manner. Provide analysis for improvement of organisational efficiency and productivity through enhancement to configuration and use of information systems for the organisation.
	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.
ACCOUNTABILITIES:	**Application support, ASUP: Level 4** Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
	Uses application management software and tools to investigate issues, collect performance statistics and create reports.
	Software configuration, PORT: Level 4 Designs, verifies, documents, amends and refactors complex software configurations for deployment.
	Contributes to the selection of the software configuration 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.
	Systems design, DESN: Level 3 Follows standard approaches and established design patterns to create new designs for simple systems or system components.
	Identifies and resolves minor design issues.
	Identifies alternative design options and seeks guidance when deviating from established design patterns.
	Programming/software development, PROG: Level 3 Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts.

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Applies agreed standards and tools to achieve a well-engineered result.

Monitors and reports on progress. Identifies issues related to software development activities. Proposes practical solutions to resolve issues.

Collaborates in reviews of work with others as appropriate.

Release and deployment, RELM: Level 4
Assesses and analyses release components for input to release scheduling.

Maintains and administers tools and methods for software delivery, deployment and configuration.

Maintains release processes and procedures.

Change control, CHMG: Level 3
Develops, documents and implements changes based on requests for change.

Applies change control procedures.

Applies tools, techniques and processes to manage and report on change requests.

Incident management, USUP: Level 4
Ensures that incidents are handled according to agreed procedures.

Prioritises and diagnoses incidents. Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.

Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.

Contributes to testing and improving incident management procedures.

KEY RELATIONSHIPS:	Internal Managers, staff, students and community, particularly research and academic staff IT Services Division staff External University and industry peers Vendors, service providers, and contractors
QUALIFICATIONS AND EXPERIENCE:	Essential Tertiary qualification or equivalent body of knowledge appropriate to the role. Proven experience in a role involving systems administration and management of systems Business domain experience in a specific area of information systems (eg. HR, Finance, ERP, Web, CRM, Research, Facilities, eLearning systems) Exposure installing, configuring, documenting, testing, training, and implementing new information systems Proven experience managing systems for customers SQL and data manipulation skills Preferred Tertiary level IT qualification 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.

TECHNICAL SKILLS AND KNOWLEDGE:	Analytical mindset and ability to approach challenges creatively Exposure to data modelling and data visualisation tools Critical thinking ability Problem-solving capacity 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 IT 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 confidentially 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)

Systems Specialist
Role Type: Specialist

SFIA Levels of responsibility

Autonomy	4	Influence	4	Complexity	4	Business Skills	4	Knowledge	4

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			■				
Delivery and operation	Technology management	Release and deployment	RELM				■			
Delivery and operation	Service management	Change control	CHMG			■				
Delivery and operation	Service management	Incident management	USUP				■			

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