

JOB DESCRIPTION

Senior Analyst Applications Support

ROLE TITLE	Senior Analyst Application Support
SECTION/DIVISION:	IT Information Systems, Information Technology Services Division
REPORTS TO:	Group Leader Applications Support or Product Manager
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Implement, support and maintain information systems utilised by the University that support administrative, operational, teaching and research functions. Provide second and third level IT customer support, advice and troubleshooting. Working across a variety of platforms and technologies the role provides expert, specialist support and ensures that information systems and services operate efficiently and effectively; and are sustainable, resilient, secure, available and agile to meet current demands and changing needs. Contribute to information system and service architecture and continuous improvement initiatives. A client focused orientation providing excellent service delivery and advocating for the customer is critical to success in this role.
ACCOUNTABILITIES:	Application support, ASUP: Level 5 Ensures that all requests for support are dealt with according to set standards and procedures. Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. 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. Programming/software development, PROG: Level 3 Designs, codes, verifies, tests, documents, amends and refactors moderately complex programs/scripts. 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.

Problem management, PBMG: Level 4

Initiates and monitors actions to investigate and resolve problems in systems, processes and services.

Determines problem fixes and remedies.

Collaborates with others to implement agreed remedies and preventative measures.

Supports analysis of patterns and trends to improve problem management processes.

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.

Customer service support, CSMG: Level 3

Acts as the routine contact point, receiving and handling requests for support.

Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution.

Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.

Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

KEY RELATIONSHIPS:Internal

University staff, students and community

IT Services Division Units and staff

AskOtago

Project sponsors, managers

External

University and industry peers and leaders

Vendors, service providers, contractors, consultants, outsourcing organisations

QUALIFICATIONS AND EXPERIENCE:Essential

Tertiary qualification in a relevant discipline or recognised qualification(s) appropriate to the role.

Considerable demonstrated experience in the provision of customer focused information systems services, in a medium sized or complex organisation supporting enterprise-wide information systems; system administration; system integration; or general IT service delivery and support.

ITIL Certification

Experience with systems implementation processes and practices.

Experience with a range of operating systems, their platforms and their network interactions.

Preferred

Tertiary level IT qualification.

Proven experience in a large complex environment supporting a wide range of enterprise information systems.

Significant experience in the support, maintenance and management of enterprise scale information systems, hosted on premise and in the cloud.

	Demonstrated experience in one or more large scale enterprise technologies and environments. Project management experience Experience and knowledge of system and directory security (e.g. intrusion detection systems); data backup/recovery; and disaster recovery processes Proven experience in analysing complex systems and business processes. Experience translating business requirements to IT solutions within a medium sized environment. Experience with vendor and stakeholder management.
TECHNICAL SKILLS AND KNOWLEDGE:	<u>Essential</u> Knowledge of enterprise-wide information systems. Excellent knowledge of server and cloud-based information systems. Experience in administering, maintaining and documenting enterprise and/or distributed systems Advanced competency in a range of data management, analysis and reporting software and systems <u>Preferred</u> Significant knowledge of the support, maintenance and management of enterprise scale information systems, hosted on premise and in the cloud. Experience in 2 or more of the following: • Oracle applications • Business Intelligence or report writing software • Complex HR systems and Payroll functions • Large scale systems for digital learning • Large corporate financial systems • Large student management systems • Open-source applications
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. May need to be available at short notice to participate in the response to unplanned service affecting events. 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. High levels of discretion and data confidentiality are a requirement Some travel may be required. 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 Analyst Application Support

Role Type: App Support

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	Programming/software development	PROG							
Delivery and operation	Service management	Problem management	PBMG							
Strategy and architecture	Advice and guidance	Specialist advice	TECH							
Relationships and engagement	Stakeholder management	Customer service support	CSMG							

<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>