Senior Applications Administrator

Finance Business Solutions

Chancellery Division

About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the $95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's Blueprint 6 is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Chancellery Division

The Vice-Chancellor and President is responsible to Council for providing leadership to the University and for the academic, financial and administrative functions of the University. The Vice-Chancellor is also QUT's chief representative on external forums.

The Vice-Chancellor leads the Chancellery Division which includes the Business Development and International Portfolios, Indigenous Strategy, Government Relations and Policy, Assurance, Risk and Integrity Services, Marketing and Communication, and Finance Business Solutions.

The Office of the Vice-Chancellor provides support and manages the business of the Vice-Chancellor and Chancellery Division. The Chancellery supports the University Executive in fulfilling their responsibilities to Council for providing leadership to the University and its academic, financial and administrative functions.

About Finance Business Solutions

Within the Chancellery, Finance Business Solutions is responsible for a range of business functions to facilitate the ongoing financial and planning viability of the university in realising QUT's strategic aims and objectives, whilst maintaining a customer centric approach when engaging with the university community, industry and government.

About the Position

The Senior Applications Administrator role will provide system administration, user support and triaging of enhancement requests across the University's finance systems portfolio.

We are seeking a proactive and well-organised Senior Applications Administrator to liaise with university clients to help identify, design and implement required changes relating to any of the university financial systems.

The Senior Applications Administrator role will work collaboratively with the Finance Systems Improvement team in Finance Business Solutions, other teams within Digital Business Solutions and vendors to ensure the finance systems stays relevant to changing business needs.

The position will report to the Manager, Finance Systems Improvement for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Provide system administration and expertise on all university finance systems ensuring appropriate internal controls and segregation of duties are maintained.
- Work collaboratively with a diverse range of team members, clients and other stakeholders in developing solutions to system business requirements.
- Provide system analysis and critically examine current service provisions, work organisation, work flow and business practices with a view to improving business service and processes.
- Assist with the design, development, implementation and support of software solutions to meet identified business process requirements.
- Provide system support to users and assist the technical teams with issue resolution, helping to ensure minimal user/system downtime.
- Perform initial assessment of support and enhancement requests.
- Monitor service capacity and initiate actions to address shortfalls according to procedures.
- Proactively identify business risks and opportunities to continually improve efficiency and effectiveness.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:
- Perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- Participate in job rotation or multiskilling in consultation with their supervisor;
- Work across campuses.

Type of appointment

This appointment will be offered on full-time ongoing basis.

Location

Kelvin Grove campus.

Selection Criteria

Essential:

1. Education, training and/or relevant experience equivalent to the completion of a degree in information technology or a related discipline, together with at least three years subsequent relevant experience.
2. Demonstrated experience in the use of a variety of application coding languages including PL*SQL, SQL, BPEL or similar languages.
3. High level of digital literacy with experience in providing system support and system analysis to enterprise wide technology solutions.
4. Proven experience working in a coherent team focused at achieving organisation goals.
5. High-level interpersonal written and verbal communication skills and proven experience working with key stakeholders in the business to translate requirements into technical outcomes.
6. Demonstrated record of providing excellent customer service including the ability to resolve complex customer service issues with a high level of attention to detail.

Desirable:

7. Demonstrated experience working on Salesforce platform or supporting Salesforce applications. (Salesforce administration training certification will be highly regarded.)

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 7 (HEW7) which has an annual remuneration range of $101,660 to $111,203 pa. Which is inclusive of an annual salary range of $86,889 to $95,045 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is here.

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the Working at QUT page.

Information for applicants

Applicants who reach the final stage of the selection process will be expected to undergo a check of their criminal history. Those matters which do not have an impact on the inherent requirements of the position will not be taken into consideration. Applicants will be provided with an opportunity to discuss the outcome of the check before a decision on appointment is made.