



Senior Research Information & Systems Support Officer

RESEARCH PORTFOLIO
ACADEMIC 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 Research Portfolio

QUT has experienced the strongest, sustained research growth of any university in the sector over the last ten years. The scale and complexity of research at QUT has reached a level that requires enhanced processes and resources to support the University's research community in meeting its aspirations and compliance obligations.

The Research Portfolio provides high quality support and training and conducts compliance and reporting across a range of obligations at an organisational level in an environment of dynamic growth in cross institutional collaborations.

The Portfolio is currently comprised of a number of units including (but not limited to):

Office of Research Services (ORS) provides high quality support and assistance to QUT staff, students, collaborators and partners to identify, attract and manage funding from competitive, commercial, programmatic and consultancy sources. The Office also manages the university's research management platforms and coordinates internal and external research reporting.

Office of Research Ethics and Integrity (OREI) assists researchers in seeking ethical approval and governance of all human, animal and biological related research and in meeting statutory and research integrity obligations. OREI arranges research integrity, ethics and biosafety training.

Office of eResearch capitalises on digital disruption to deliver high-impact, transdisciplinary research. The Office works in partnership with researchers and end users to develop technological solutions that solve real-world problems by understanding the research question, bringing clarity to the technical and socio-technical challenges and applying leading-edge technology to develop solutions that meet the needs of QUT's stakeholders.

Office of the Pro Vice-Chancellor (Graduate Research and Development)

- **Graduate Research Centre (GRC)** provides support and advice to higher degree research (HDR) candidates and supervisors across the HDR lifecycle including admissions and enrolment, award and administration of scholarships, candidature management and thesis examination.
- **Graduate Research Education and Development (GRE+D)** supports learning and skills development for all research students and their supervisors, thereby preparing industry and work ready research graduates.

About the Position

The position of Senior Research Information and Systems Support Officer (Research Centres) will be responsible for the management and coordination of high quality data services and operational reporting support for research centres utilising the University's research information and corporate database, PURE and associated reporting platforms.

The Research Information and Systems Support unit is part of the Office of Research Services, within the Research Portfolio of the Division of Academic. This comprises of the Office of Research Services, Graduate Research Centre, Office of Research Ethics and Integrity and the eResearch office. The position will report to the Manager, Research Information and Systems Support (RISS) and will also interact closely with the Research Quality Manager with relation to the federal government's Excellence in Research for Australia (ERA) assessment framework. This position will work closely with Centre Directors and Centre Managers and will also collaborate with data and analytics function in other Divisions.

The position will work closely with the Manager (RISS) to contribute to decision-making concerning the effective development of data and platform related services dedicated to supporting research centres. The position will provide data support with relation to assessment cycles for potential new centres as well as for annual and mid-term review reporting cycles.

This position reports to the Manager, Research Information & Systems for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Manage and coordinate the delivery of high quality data and platform services for research centres utilising PURE and other relevant platforms and products.
- Coordinate the collection and verification of data sets for research centres to be used for internal and external reporting requirements.
- Provide specialised reports and research information for the major stakeholders and university community.
- Proactive engagement with internal stakeholders including participation in outreach activities (including training, workshops and presentations) in relation to PURE and major data collection exercises.
- Actively engage in the development and management of a continuous improvement process across the portfolio in relation to data capture, storage and production.
- As required, provide support to the Research Quality Manager with relation to the Excellence in Research for Australia (ERA) assessment framework (including research quality, engagement and impact) and other external reporting exercises.
- Participate in software upgrades and data integration projects including providing input on business requirements, gap analysis, reporting requirements, data transfer, programmer briefings, testing and training in collaboration with other system administrators.
- Represent the portfolio on relevant committees, projects and panels as they relate to corporate research data, reporting and platforms.
- Investigate database problems/errors and coordinate fault correction in a timely manner through liaison with major stakeholders, the vendor and Information Technology support staff as required.
- 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 an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Education, training, and/or experience relevant equivalent to completion of a degree, in conjunction with extensive relevant experience in a university environment.
2. Experience in analysing data and providing high quality strategic and operational reports in a timely manner.
3. Demonstrated knowledge of complex relational databases, data management concepts & principles.
4. Demonstrated ability to work autonomously but also proactively contribute to a high performing team environment.
5. Demonstrated analytical and problem solving skills and the ability to find practical solutions to client problems.
6. Demonstrated ability to conceptualise, implement and review administrative processes and policies.
7. Proven ability to effectively identify business requirements, apply project management concepts and create & implement robust system solutions testing plans.
8. High-level written and oral communication skills, including delivering presentations and/or training sessions and liaising effectively with a broad range of academics, administrative staff and senior staff.

Desirable

1. Knowledge of research management and data systems within the tertiary sector. Experience using SQL, Crystal Reports, Business Objects or other related database development tools.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 7 (HEW7) which has an annual remuneration range of \$101,955 to \$111,526 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.

