APPLICANT INFORMATION PACKAGE

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UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Systems Operations Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance

- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements including remote work.

Generous leave entitlements

50 days sick leave with conditions

Family & community services leave

Study support leave

Concessional days

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term	**17%**
Casual employees	**10%**		

Competitive remuneration

We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Systems Operations Officer (12 month fixed-term appointment)	$91,205 - $113,198 pro rata

Health and wellbeing

Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- annual health checks and flu vaccinations
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Systems Operations Officer
HEW LEVEL:	Grade 5/6 Broadband
DEPARTMENT/UNIT:	Information Technology – IT Operations
SUPERVISOR/ MANAGER:	Firaz Osman, Manager, IT Operations
WRITTEN BY:	Firaz Osman
DATE WRITTEN:	November 2021
INCUMBENT:	New position
APPROVALS:	Dudley Collinson Chief Information Officer

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1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, BA/QA Office, IT Operations, Product Engineering Office, Project Management Office and Service Management Office.

- The BA/QA Office translates technical specification, develops business processes documentation, and performs quality assurance.
- The IT Operations Unit provides infrastructure, systems and support services to internal and external stakeholders, data management and IT security.
- The Product Engineering Office provides services across the entire product life cycle and comprises of product management, architecture and software engineering units.
- The Project Management Office develops project specifications, scopes and manages delivery of UAC projects.
- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The Systems Operations Support Officer contributes to the efficient operations of the IT Operations unit and is responsible for providing IT system support to staff at client institutions and to UAC staff.

The Systems Operations Support Officer also assists in the coordination of the installation, maintenance and administration of the UAC Windows network.

At level 5, the Systems Operations Support Officer provides general system support and contributes to the configuration of hardware and networks.

At level 6, the Systems Operations Support Officer works with greater independence to resolve more complex technical queries and contributes to new projects and other initiatives which have the potential to improve UAC's systems services internally and to external stakeholders.

3. REPORTING AND OTHER RELATIONSHIPS

The Systems Operations Support Officer reports directly to the Manager, IT Operations, with day-to-day supervision and allocation of work provided by the System Administrators. The position has no direct reports.

The position is required to liaise with internal stakeholders at all levels. The position may be required to liaise with staff from our participating institutions, and with various external service providers.

4. DIMENSIONS

- There are approximately 30 institutions that access UAC systems.
- There are approximately 160 local users at UAC and 800 remote users at the participating institutions.
- There are approximately 150,000 applications through UAC systems per year.
- All production, web hosting, email (O365), database engines and data warehouse servers are mixed of Windows and Linux operating systems, all are virtual.
- Within UAC, all desktops are DELL, running Windows OS and the laptops are a mix of DELL and MAC, running Windows OS and Mac OS
- SAS (data warehouse) is used by the institutions for their reporting needs.
- UAS is written in Java using the Wicket/Spring and iBatis frameworks. There are many ancillary systems that sit alongside and within UAS.
- Web applications are written in Java, Groovy, Grails JSP.

5. MAJOR TASKS

LEVEL 5

1. Provide technical IT systems help desk support to UAC staff and to staff at client institutions who use UAC systems.
2. Configure and troubleshoot system issues associated with various software such as Windows 10, Mac OS and windows-based applications.

3. Install, maintain and administer the UAC Windows network, desktops, laptops and mobile hardware.

4. Maintain the computer room and IT asset register. This includes coordinating the process of purchased and leased IT equipment.

5. Develop a good understanding of UAC systems design and business processes.

6. Conduct research and keep abreast of relevant trends and developments in network and data communications and PC technologies.

7. Provide general support to the System Administrators and Manager, IT Systems and Operations, as required.

LEVEL 6

In addition to the duties prescribed at Level 5:

1. Develop and maintain documentation relevant to the position including procedures for internal and external stakeholders.

2. Monitor and test system performance and recommend improvements, including the security and integrity of UAC's network.

3. Provide training on UAC systems and software, to both internal and external users.

4. Contribute to the development of new projects, including upgrades that meet the evolving needs of user and business requirements.

6. PRINCIPAL ACCOUNTABILITIES

The Systems Operations Support Officer is accountable for:

Level 5

1. The quality of advice and helpdesk support provided, using appropriate communication skills, in a timely manner that meets the needs of the user and the business.

2. The successful delivery of allocated tasks/work assignments in accordance with agreed specification and timeframe.

3. Supporting the systems function at UAC in a professional and effective manner.

4. Developing a good understanding of UAC systems and business processes.

5. Maintaining confidentiality on all UAC and stakeholder information as appropriate.

Level 6

All Level 5 accountabilities plus:

1. Providing the level of expertise and commitment necessary to ensure that UAC's internal network operates at the highest level of performance and availability.
2. Providing accurate documentation and effective training that meet user needs.
3. Proactively recommending relevant improvements to systems and services.
4. Proactively maintaining a high level of professional expertise relevant to the requirements of the position.
6. Maintaining effective working relationships with other UAC staff and external users and suppliers.

7. PROGRESSION STATEMENT

Progression to the higher level will be based on recognition by the Manager, IT Operations, and the Chief Information Officer that the Systems Operations Support Officer can perform at the higher level. Final approval by the Managing Director will also be required.

It is expected that the incumbent will also normally have been one year at the top step of the lower level prior to recommendation being made for progression to the higher level.

In the case of a new appointee to the position, initial appointment to a level will be based on relevant knowledge and experience and their ability to carry out the higher-level duties.

8. CHALLENGES AND CONSTRAINTS

Working within a small team, this position is very hands on, and the Systems Operations Support Officer must be able to juggle a range of tasks in a busy environment. The ability to move from one task to another while keeping sight of key priorities is a major challenge.

A challenge for the Systems Operations Support Officer is working with several technical and non-technical stakeholders and being able to correctly resolve queries and issues through effective communication, problem solving and having the ability to adapt quickly to constantly changing requirements.

The Systems Operations Support Officer needs to keep up to date with emerging technological trends and be able to apply this knowledge to meet the changing business and user needs.

9. EDUCATION AND EXPERIENCE

At Level 5, completion of a degree, with at least 2 years' experience OR an equivalent combination or relevant experience and/or education/training. Al Level 6, a degree with at least 3 years relevant experience OR an equivalent combination of relevant experience and/or education/training.

10. SELECTION CRITERIA

Essential

1. At Level 5, completion of a degree OR an equivalent combination of relevant experience and/or education/training. At Level 6, a degree with subsequent relevant experience OR an equivalent combination of relevant experience and/or education/training.

2. Demonstrated IT competency with good knowledge of Microsoft products, Windows-based operating environment, networking and administration.

3. Excellent problem solving and troubleshooting skills at the technical level.

4. Excellent interpersonal and communication skills, including the ability to train and engage with all levels of staff and explain technical issues to non-technical users.

5. Ability to work within a small team but also to work independently when necessary on allocated projects.

6. Excellent time management with an ability to adhere to internal and externally driven deadlines and respond to changing priorities.

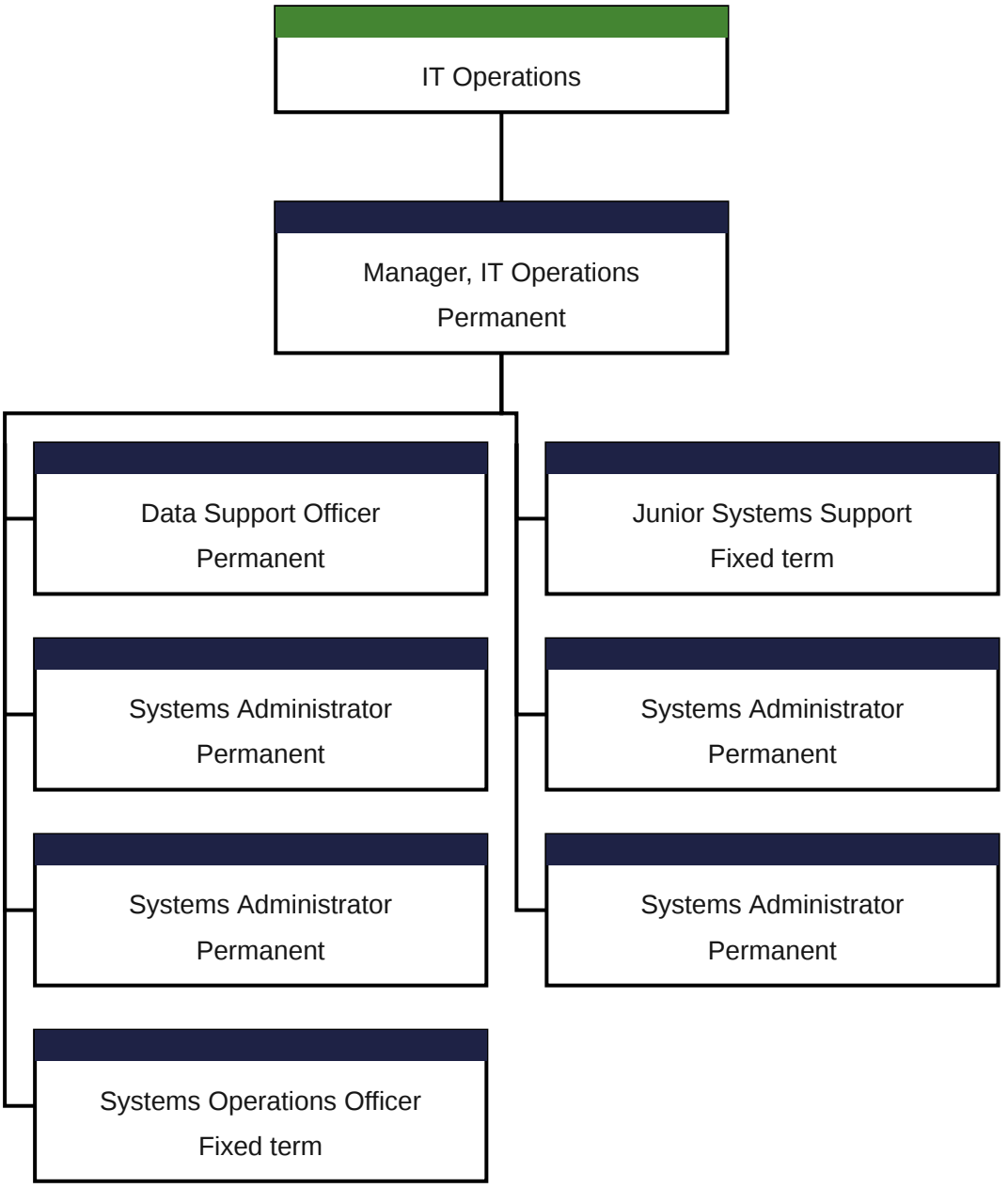
7. Understanding of, and commitment to, the principles of anti-discrimination and equal employment opportunity legislation, work health and safety, anti-bullying and the application of these principles in the workplace on a daily basis, with a commitment to cultural diversity.

Desirable

1. Knowledge of Linux System Administration.
2. Knowledge in Crowdstrike end point protection.
3. Understanding of UAC and its role in the Tertiary Education Sector.

Employee _____ Date _____

IT Operations Organisation Chart 2021/22



Contract Type

Permanent 6

Fixed term 2

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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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