

POSITION DESCRIPTION

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| Position Title | Systems Analyst | | |
| Organisational Unit | Information Technology | | |
| Functional Unit | Enterprise Architecture Services | | |
| Nominated Supervisor | National Manager, Enterprise Architecture Services | | |
| Classification | HEW 6 | | |
| CDF Level | CDF1 | Position Number | 10610646 |
| Attendance Type | Full Time | Date reviewed | 30-JUL-2024 |

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

An ACU education builds on the Catholic understanding of faith and reason working together in pursuit of knowledge and promotion of human dignity and the common good.

An ACU education seeks to transform lives and communities. Students are challenged to look beyond the classroom, solve real-world problems, develop their own search for meaning and cultivate strong professional ethics. They are invited to stand up for people in need and causes that matter.

ACU is open to all. As is common with great Catholic institutions the world over, the university is inclusive and supportive of everyone, every day – regardless of their faith or tradition.

ACU is a young university making a serious impact. Ranked in the top two per cent of universities worldwide and in the top 10 Catholic universities, we're also a leader in employability with 94 per cent of our graduates employed. The university has seven campuses around Australia, a campus in Rome, Italy, and an online campus – ACU Online.

ACU has four faculties, and several research institutes and directorates. We believe our number one asset is our people. It's the character, enthusiasm and dedication of our staff that make this a university like no other. All our staff contribute to the achievement of our goals set out in ACU's Vision 2033 and aim to provide high-quality services with a strong focus on service excellence.

To be agents of change in the world, we all need to see life through the eyes of others. We believe that our role as a university is to inspire and equip people to make a difference – and that means cultivating their ability to act and think empathetically.

The structure to support this complex and national university consists of:

- Vice-Chancellor and President
- Provost and Deputy Vice-Chancellor (Academic)
- Chief Operating Officer and Deputy Vice-Chancellor
- Deputy Vice-Chancellor (Research and Enterprise)
- Deputy Vice-Chancellor (Education)
- Vice President and Director (Mission and Identity).

ABOUT INFORMATION TECHNOLOGY

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate's core purpose is to deliver and manage the technology capabilities required to enable learning, teaching, research and business support functions across ACU to achieve their strategic and operational objectives and to foster a culture of digital innovation that enables the advancement of ACU's offer and execution, student experiences, and its industry partnerships.

The Information Technology Directorate is led by the Chief Information and Digital Officer (CIDO) and a leadership team of five direct reports, each representing distinct areas of focus required to realise its purpose, namely, Enterprise Capabilities, Data Excellence, Cyber Security, Service Delivery, and Digital Innovation & Change.

POSITION PURPOSE

The Systems Analyst seeks to provide trusted consultation and advice to stakeholders, under the broad direction of the National Manager to identify and understand business needs, facilitating requirements elicitation, and supporting and influencing the design approach to implement innovative solutions that contribute towards adding value to the University. The role acts as an intermediary between IT and other business areas, using a deep understanding of business processes and technology to help business partners achieve their desired outcomes.

KEY RESPONSIBILITIES

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- [ACU's Vision 2033](#)
- [Catholic Identity and Mission](#)
- [Code of Conduct for all staff](#)
- [ACU Capability Development Framework](#)
- [ACU Staff Enterprise Agreement 2022-2025](#)
- [ACU Staff Reconciliation Action Plan](#)

The Capability Development Framework describes the core competencies needed in all ACU staff to achieve the university's strategy and supports its mission.

| Responsibility | Scope |
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| <p>Demand Management:</p> <ul style="list-style-type: none"> • Organise and conduct workshops, for design facilitation and eliciting requirements through interactive sessions in response to business requests. • Suggest improvements and opportunities to existing processes for intake, planning, and design of initiatives/ideas from stakeholders. • Engage in transitioning initial business demands to change initiatives and outline business, functional and non-functional requirements. | <p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p> |
| <p>Business Requirements and Project Scoping:</p> <ul style="list-style-type: none"> • Work with business partners to elicit high-level requirements, capture business needs, understand the customer journey, and define detailed user requirements. • Contribute to program and project initiation by supporting the development of plans, ideas and business cases for new investments. Assess and recommend business process improvements to deliver increased levels of service to the business. • Promote architectural consistency and usability standards, define and execute test cases as required. | <p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p> |
| <p>Solution and Technology Value:</p> <ul style="list-style-type: none"> • Collaborate and advise stakeholders during workshops to co-create solutions, gather feedback and ensure alignment with the business needs. • Actively collaborate with decision-makers, systems owners, and end-users during identification and implementation of new applications and/or enhancements to existing applications to ensure they continue to meet changing needs of the organisation. • Liaise with external vendors and integration partners for design formulation and technical specifications to ensure solutions meet business requirements. | <p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p> |

| Responsibility | Scope |
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| <p>Governance and Reporting:</p> <ul style="list-style-type: none"> • Support Project Managers in monitoring and facilitating progress through planning, status reporting, implementation, issue management, scope control, and quality assurance procedures. • Assist with data integrity, ensuring confidentiality and the safe storage of records and files utilised throughout the project and system lifecycle. • Actively support and contribute to review of project artefacts among IT and business SME review groups. | <p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p> |
| <p>Continuous Improvement:</p> <ul style="list-style-type: none"> • Promote and contribute to business and system analysis best practices through common forums such as communities of practice and groups across ACU. • Develop, experiment, and improve services, processes, and templates related to business and system analysis and incorporate them into business and project requirements. | <p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p> |
| <p>Stakeholder Engagement and Management:</p> <ul style="list-style-type: none"> • Build engagement and relationships between ACU IT and business partners, ICT groups, and vendors. • Develop and maintain regular communication channels with business stakeholders, manage their expectations, and incorporate their feedback into how business analysis work is performed. | <p>The position contributes to activities; outcomes and goals; that are implemented and have impact across the University</p> |
| <p>All IT staff responsibilities: Fulfill responsibilities as a member of the IT Directorate. This includes:</p> <ul style="list-style-type: none"> • Provide excellent customer service • Contribute to the development and review of policies, procedures, processes, • Contribute materials for ACU's knowledge base for continuous service improvement. • Stay up to date and comply with ACU policies and procedures. | <p>The position mainly contributes to activities; outcomes and goals within the faculty/directorate/organisational unit</p> |

HOW THE ROLE OPERATES

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| The position will need to seek approval from their supervisor before making changes to processes and procedures. |
| The position is expected to identify and recommend improvements to their supervisor before implementation. |
| The position needs to build relationships with staff across the organisation to perform their duties. |
| This position does not have managerial responsibilities. |

SELECTION CRITERIA

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| Qualifications, skills, knowledge and experience: | <ul style="list-style-type: none"> • Qualification - Completion of, or progress towards, postgraduate qualifications relating to Information Technology; or an equivalent combination of relevant experience and education. • Knowledge - Demonstrated good working knowledge and understanding of contemporary approaches to Information Technology (preferably in a higher education setting), including traceability mapping of business requirements and performance expectations to systems that support/interface with provision of Information Technology services. • Experience - Demonstrated experience in analysis, identifying opportunities and working collaboratively with stakeholders to implement improved Information Technology services. • Skill - Demonstrated highly developed oral and written communication skills, including the ability to engage and influence internal and external stakeholders at all levels, solve problems and manage conflicting priorities or perspectives. • Skill - Demonstrated ability to engage with subject matter experts in Information Technology domains to produce clear and concise recommendations for Information Technology services. |
| Core Competencies: | <ul style="list-style-type: none"> • Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values. • Keep stakeholder interest at the core of ACU business decisions and ACU service excellence as a top priority. • Work collaboratively internally and externally to ACU to capitalise on all available expertise in pursuit of excellence. • Take personal accountability for achieving the highest quality outcomes through understanding the ACU |

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| | <p>context, self-reflection, and aspiring to and striving for excellence.</p> <ul style="list-style-type: none"> Plan work activity, prioritise time and resources using established ACU processes and technology to achieve optimum efficiency and effectiveness. |
| Essential Attributes: | Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment. |
| Working with Children and vulnerable adults check | This role does not require a Working with Children Check. |

REPORTING RELATIONSHIPS

For further information about the structure of the University, refer to the Organisation Chart <https://www.acu.edu.au/about-acu/leadership-and-governance/leadership/organisational-structure>

