

## Position Description

### Research Systems Analyst

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<b>Position No:</b>	New
<b>Department:</b>	Research Performance
<b>School:</b>	Research Office/ICT
<b>Campus/Location:</b>	Melbourne
<b>Classification:</b>	Higher Education Officer Level 7 (HEO7)
<b>Employment Type:</b>	Continuing, Full-Time
<b>Position Supervisor:</b>	Deputy Director, Rankings & Performance
<b>Number:</b>	50024275

**Other Benefits:** <http://www.latrobe.edu.au/jobs/working/benefits>

Further information about:

La Trobe University <http://www.latrobe.edu.au/about>

Research Office <http://latrobe.edu.au/research>

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### Research Systems Analyst

#### Position Context

**The Research Office** supports La Trobe University researchers, senior executive, academic leadership and other administrative divisions to facilitate excellent research outcomes for the University. The Office provides accurate and consistent advice and reporting, as well as flexible and efficient client services, with an emphasis on continuous business improvement. The Office serves to facilitate interactions between La Trobe University researchers and external partners; for example, funding bodies, industry, government, and regulatory authorities. Research Office staff members work cross-functionally and possess a diversity of skills and knowledge to enable them to contribute to other teams in the division and to work with other teams in periods of varied workflow.

**Research Performance** ensures research data and reporting enables the strategic development of the University's research, supports the University's global research profile and meets compliance requirements. The team collaborates across the University to streamline the collection and dissemination of research data and continuously improve capability in business intelligence, analytics and management information. It maintains relationships with external research bodies including research data providers, grants bodies, and ranking and analysis agencies, and is engaged with developments in research data and measurement globally. Research Performance staff have a deep understanding and engagement with the University's research business in its national and international context.

**The Research Systems Analyst** works with both the Research Performance team and the Enterprise Application Support Services team in Information and Communication Technology (ICT) to ensure the alignment of significant digital transformation initiatives to support research management across the University. The role works closely with the Senior Research Systems Analyst, Manager, Enterprise Application Support Services, and designated staff in ICT to deliver improved systems, processes and research management and information systems. The role will actively participate in a major research information system transformation program (PRIME- Program for Research Information Management Enablement), and the implementation of a streamlined operating model and workflows university-wide.

The role reports to the Deputy Director, Rankings and Performance, and has a dotted line reporting relationship to the Manager, Enterprise Application Support.

#### Duties include:

- Employ a strong working knowledge of ICT processes, procedures, and operating models to coordinate ICT and Research Office processes, projects and tasks across specialist, organisational and functional boundaries
- Either independently or in collaboration with other cross-functional support staff, perform a range of support services across research focused business systems and services, including problem troubleshooting and participation in product/service lifecycle upgrades.
- Perform stakeholder and customer relationship management functions through engagement with the research community and internal and external support services.
- Support transformational projects to improve and integrate research information systems, streamline maintenance, and improve the robustness and sustainability of processes, services, systems and operations.
- Establish effective, customer-focused working relationships with business users to identify business requirements and process improvements; and effectively develop, communicate, and present solutions using validated frameworks,

- Implement strategic solutions to develop the University's capability in business intelligence, analytics and management information, streamline processes, and ensure external compliance obligations are met.
- Perform a data management role including; defining and integrating standard business terms and measures, defining data validation and reconciliation requirements, and rules and procedures into solutions.

#### **Key Selection Criteria:**

- A degree with substantial relevant experience or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams.
- Demonstrated experience in analysing and documenting business requirements, processes, and solutions.
- Demonstrated organisation and problem solving skills, with an ability to manage/operate several different projects concurrently.
- Significant experience working with large and complex software applications, databases, and services.
- Experience in systems/service implementation, upgrades, testing, and integration.
- Sound knowledge of software development and support technologies, methodologies and standards.
- Proven experience in data management, including, the analysis and presentation of complex quantitative data, and understanding of data modelling concepts.
- Demonstrated experience utilizing contemporary management frameworks and methodologies, such as Prince2, Agile, BABOK.

#### **Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

#### **La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- **We are *Connected*:** We connect to the world outside — the students and communities we serve, both locally and globally.
- **We are *Innovative*:** We tackle the big issues of our time to transform the lives of our students and society.
- **We are *Accountable*:** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- **We *Care*:** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.