POSITION DESCRIPTION: IT SYSTEMS OFFICER

About the University

The University of Divinity was established in 1910 by the Melbourne College of Divinity Act of the Parliament of Victoria. In 2012 it achieved university status as Australia's first University of Specialisation. The University engages in high quality scholarship and offers a wide range of awards in theology, ministry and philosophy. It has a collegiate structure unique in Australia; every student and staff member joins the University through one of its Colleges. There are eleven Colleges located in Melbourne, Adelaide and Sydney, each one a unique learning community. These Colleges are resourced by thirty partners from eight Christian churches, giving the University an extraordinarily ecumenical constitution. The University's Vision is that

Together we empower our learning community to address the issues of the contemporary world through critical engagement with Christian theological traditions.

About the Office of the Vice-Chancellor

The Office of the Vice-Chancellor provides support to the University's Council, Academic Board, and Vice-Chancellor, and assists in coordination of work across the Colleges. There are 14 permanent staff led by 6 Directors, who report directly to the Vice-Chancellor. The main office is located at 21 Highbury Grove, Kew, and is easily accessible by public transport. A second office is located in the Uniting Church Centre for Theology and Ministry at 29 College Crescent, Parkville, to accommodate research office staff in proximity to the University's main research library, the Dalton McCaughey Library.

For more information please see www.divinity.edu.au.

About IT Systems

The University manages contracts for a wide variety of inter-related IT systems for educational activities and for record-keeping and reporting purposes. These include: ARK (the Learning Management System), TAMS (the student enrolment and record system), the Research Repository, a digital resources discovery layer, a Staff Reporting System, and a Unit Management System. The Office of the Vice-Chancellor maintains a typical array of business IT systems including email, website, document management, and an accounting package.

This is a new position to commence in 2015. The Officer will play a leading role in implementing changes to the Office of the Vice-Chancellor's IT systems and support networks over the first twelve months of appointment, including shifting the on-site email and file server to the cloud. The Officer will assume some IT support duties currently performed by other staff, together with responsibility for managing relationships with vendors and users of University-wide systems.
POSITION DESCRIPTION: IT SYSTEMS OFFICER

The IT Systems Officer is responsible for troubleshooting PC and Mac hardware, software and networks for staff in the Office of the Vice-Chancellor (OVC), and for managing day-to-day issues arising from University-wide IT systems, especially the Learning Management System. The Officer is responsible for maintaining data integrity between interoperating University-wide IT systems, providing basic support for users, and managing business-as-usual relationships with vendors.

1. Key responsibilities
   1.1 Ensuring IT systems in the OVC operate effectively and are maintained to a high standard.
   1.2 Maintaining relationships with key IT providers, including website and email hosts, IT service providers, the Theological Academic Management System (TAMS), the Learning Management System (ARK), the digital library portal and other online resources.
   1.3 Providing an onsite IT service for staff in the OVC.
   1.4 Supporting the Director of Administration in the systematic renewal of computer hardware and software in the OVC.
   1.5 Ensuring the University website is current and accurate.

2. Key working relationships
   2.1 The IT Officer reports to the Director of Administration, and works closely with the Director of Learning and Teaching.
   2.2 The IT Officer provides support to staff in the OVC including onsite advice and support in relation to computer hardware and software.
   2.3 The IT Officer provides technical support to staff at the University's Colleges in relation to use of ARK.
   2.4 The IT Officer maintains positive working relationships with external providers of IT services including TAMS and ARK.

3. Selection criteria
   3.1 Experience in providing effective IT systems support including email, website, and document management.
   3.2 Ability to manage an integrated but diverse suite of IT systems
   3.3 Good organisational and time management skills, including the ability to set priorities, work independently and perform well under pressure
   3.4 Good interpersonal and communication skills
   3.5 Essential technical skills:
      • PC and Mac Operating System troubleshooting experience
      • Intermediate MS Office experience (especially Word, Outlook and Excel)
      • Intermediate network troubleshooting
      • Cloud based email experience (i.e., Gmail, Office365 or Hosted Exchange)
      • CMS (WordPress & Drupal) – basic content management
      • Relational Database concepts
      • Basic data manipulation and transfer principles (spreadsheets, CSV files, sFTP)
      • Basic authentication experience
      • Basic business analysis techniques (requirements gathering, specification writing)
3.6 Desirable technical skills:
- Moodle or other Learning Management System experience
- Student Management System experience
- Document Management System experience
- Library systems experience
- Education sector experience
- ITIL certification

4. Key Performance Indicators
Ongoing and annual KPIs will be negotiated with the successful candidate.

5. Terms and conditions
The IT Systems Officer is a 1.0 full-time equivalent position based in Kew, Victoria. The appointment is ongoing, subject to satisfactory completion of a three-month probationary period, and to satisfactory performance. The position is remunerated on the University's salary scale at HEW Level 5.1 ($65,188 per annum as at 1 January 2015) plus 15% superannuation.