



Position Description

Position Title: Application Support Officer	Classification: Bond Level 4
Faculty/School/Office: Student Systems & Data	Date Position Classified/Updated: April 2024

Purpose of the Position:

The Application Support Officer works as part the Student Systems and Data team. The team is responsible for the administration and updates to the student system currently used by Bond University, including reporting to Government about student data.

The primary focus of this role is maintaining the University's new digital student portal through which current students access the various digital platforms and resources available at Bond.

The appointee will act as the University's primary student portal administrator, responsible for maintenance of the portal. Following future development, the portal will also be utilised by future students and Alumni as well as current students.

The appointee will contribute to the business analysis, testing and implementation of the student portal system (Campus M) and process as required, and evaluate and implement improvements to user experience. They will also train others in its use and liaise extensively with University stakeholders who provide information and access to services through the portal.

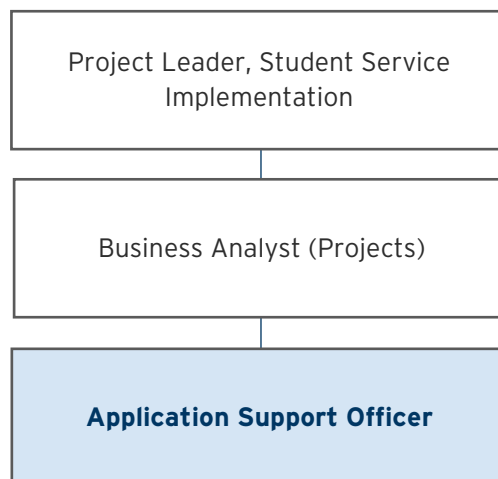
The appointee will also provide support to the broader Student Systems and Data team when required, particularly at busy times.

Hours of work:

This is a part time fixed term position for 18 hours per week across Monday to Friday (precise days/times to be negotiated) until 31 December 2024. However, due to student-related support activities, there may be a need for occasional overtime or to work outside these hours to be present at examinations, graduations, and other functions and events.

Reporting Relationship:

This position reports to the Business Analyst (Projects) within the Student Systems and Data team:

**Selection Criteria:**

- A degree level qualification OR equivalent relevant experience and/or education/training.
- Experience with web content management, customer portal administration or other complex information systems.
- Demonstrated IT, analytical and problem-solving skills, including the ability to formulate and implement practical solutions to complex problems. Ability to interrogate and present data using tools like Excel or SQL.
- Demonstrated ability to quickly learn new software and technologies to augment, complement or improve existing systems.
- Demonstrated well developed written communication skills including the ability to edit and proof documentation and draft a range of communications.
- Demonstrated ability to develop effective working partnerships with staff at all levels, in the pursuit of service excellence, continuous improvement initiatives and the achievement of business outcomes.
- Demonstrated attention to detail, ability to work with minimal supervision and ensure that deadlines are met.
- Demonstrated ability to organise and deliver user training.

Desirable Criteria:

- Knowledge of Student One or other student administrative systems is particularly beneficial.

Competency	Responsibility
Student Portal Content Management	<ul style="list-style-type: none"> • Draft and publish content for the Student Portal, including creating, editing and updating content pages, text, links, and images. • Liaise with content editors or requestors to ensure Student Portal content is current and consistent with approved processes. • Assess new content requests, manage approval workflow, testing and production. • Add or swap out banners and feeds tiles (including image sourcing and resizing), adding new Tiles to the home screen as required.

	<ul style="list-style-type: none"> • Set up Quick Polls as required to gather user feedback. • Coordinate between business areas in regard to content such as Faculties, SBS, ITS, Student Systems, Events, Campus Life, etc. for development & maintenance. • Manage Notification Groups and requests for content push notifications.
Maintenance and Development	<ul style="list-style-type: none"> • Participate in the development and implementation of functionality of the Student Portal to support the effective online service delivery. • Troubleshoot and resolve technical issues. • Monitor and review performance and analytics. • Track user behaviour and improve user experience and the student journey. • Manage and review a roadmap for future improvements.
Portal Governance	<ul style="list-style-type: none"> • Manage the end-to-end process for requests to communicate information via the student portal. • Manage data governance and ensure compliance with data protection laws. • Undertake regular security audits. • Consult the Bond Brand team as required on new or existing icons. • Review compliance with and maintain University governance for Bond branding.
User and Profile Management	<ul style="list-style-type: none"> • Manage end users (assigning roles), including managing notifications to users, either individually or to a group. • Manage app Profiles and Roles where required. • Provide training as required in use of the Student Portal. • In response to Quick Polls, review analytics and apply new response-based roles to users if required.
Stakeholder and User Support	<ul style="list-style-type: none"> • Achieve expertise and become the resident authority on student portal administration. • Write, maintain and contribute to the development of user procedures. • Provide professional and proactive support to stakeholders and users, including problem resolution, troubleshooting, and data fixes in a timely manner. • Assess stakeholder and user feedback and where warranted co-ordinate the reporting and logging of system issues and bugs in order to achieve resolution.
System Support	<ul style="list-style-type: none"> • Preparation and execution of test plans for new features, projects, upgrades and patches. • Coordinate User Acceptance Testing • Support for projects and functionality enhancements
Broader Student Systems Team Support	<ul style="list-style-type: none"> • The appointee will also provide support to the broader Student Systems and Data team when required, particularly at busy times.
Working Relationships	<ul style="list-style-type: none"> • Develop and nurture positive working relationships within the University • Assist with various group activities which arise each semester
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.

<p>Understanding of Cultural Sensitivity</p>	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
<p>Understanding of WHS Responsibilities</p>	<ul style="list-style-type: none"> • Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area. • All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.