



## Position Description

<b>Position Title:</b> Student Systems Officer -Curriculum	<b>Classification:</b> Bond Level 4
<b>Faculty/School/Office:</b> Student Systems & Data	<b>Date Position Classified/Updated:</b> November 2024

**Purpose of the Position:**

The appointee will play a key role in the successful operation and user support of the University's Student Information Systems. The major accountability of the role is the quality, responsiveness and effectiveness of user support and communication and the accuracy and development of curriculum on Student One.

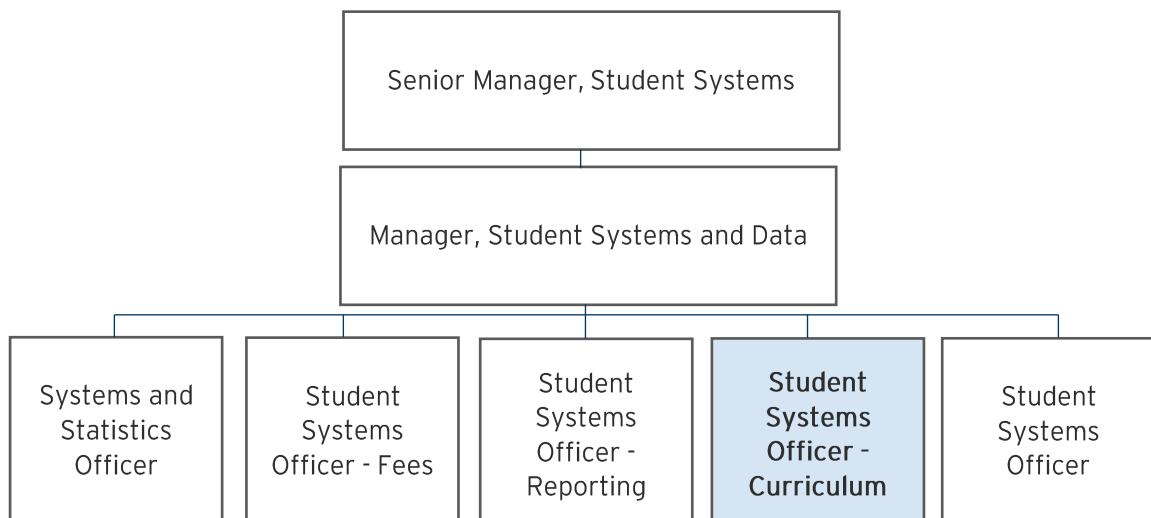
The appointee will provide a high level of customer service and perform a range of activities for Student One users including troubleshooting, managing system access and developing user documentation and associated processes. In addition, the appointee will be responsible for managing curriculum on Student One.

The applicant will be expected to liaise extensively with end users and operations staff, and will log, prioritise and track user requests through to completion. The emphasis is on understanding how the student system can meet user needs rather than on the technical system aspects.

The appointee will contribute to the business analysis, testing and implementation of student systems, and evaluate and implement improvements to user service and operating efficiencies.

**Reporting Relationship:**

This position reports to the Manager, Student Systems & Data:



### Essential Attributes:

The role is demanding and challenging and requires the following:

- Completion of a degree level qualification or equivalent combination of relevant experience and/or education/training
- Demonstrated analytical skills, including the ability to diagnose and troubleshoot issues and formulate and implement practical solutions
- High level computer literacy: MS Office including excel, word and access at an advanced level
- Experience with student administration systems, or of other large and complex computer-based information systems. Knowledge of Student One or other Technology One systems is particularly beneficial.
- Ability to develop effective user documentation and deliver training

#### Knowledge

- Knowledge of university's academic administration procedures, curriculum structures and development cycle or the demonstrated ability to rapidly acquire such knowledge.

#### Skills

- Highly developed problem-solving skills, including the ability to manage changing priorities and initiate independent action to ensure that deadlines are met
- Demonstrated ability to organize and prioritise work to achieve specific and set objectives
- Demonstrated ability to quickly learn new software and technologies to augment, complement or improve existing systems and the preparation of effective documentation.
- Accuracy and attention to detail
- Demonstrated ability to cooperate and liaise effectively with internal and external clients and to work effectively as a member of a team with minimal supervision.
- Demonstrated ability to interpret and apply guidelines, policies and procedures.
- A commitment to the provision of excellent client service.

Competency	Responsibility
<b>Study Package Management</b>	<ul style="list-style-type: none"><li>• Responsible for study package (subject, major, program) management in Student One</li><li>• Implement new and changed items as authorized by the Curriculum Review Committee</li><li>• Design effective program structures and rules in conjunction with faculties and within defined parameters</li><li>• Provide analysis and advice to key stakeholders on the impacts of system changes to existing students and program offers</li><li>• Monitor study packages status and accuracy and be proactive in identifying and resolving issues.</li><li>• Review proposals prior to submission to the Curriculum Review Committee and provide advice and guidance on system implications.</li><li>• Support the Office of the Provost, and other key internal stakeholders, in their curriculum and data management endeavours and activities</li><li>• Review and provide Student One input to Curriculum Policy &amp; Procedures and training materials to support stakeholders in curriculum management</li></ul>
<b>End User reporting</b>	<ul style="list-style-type: none"><li>• Coordinate and support Report and ad-hoc data requests and the Report Register</li><li>• Monitor and update published reports for currency and identify additional requirements</li><li>• Update Student One data using bulk or on-line procedures as required (with guidance)</li><li>• Manage and maintain the Distributed Processor</li></ul>

	<ul style="list-style-type: none"> <li>• Participate in the ongoing analysis of the University's reporting requirements</li> </ul>
<b>User management, support &amp; training</b>	<ul style="list-style-type: none"> <li>• User Account Management</li> <li>• Set up and assess needs of new users to recommend level of access and security profiles</li> <li>• Advise users on security procedures</li> <li>• maintain, audit and establish user accounts</li> <li>• User support &amp; liaison</li> <li>• Receive, analyse and prioritise service requests</li> <li>• Resolve users' requests where possible or escalate as appropriate</li> <li>• communicate system notices and produce a regular bulletin</li> <li>• develop and maintain a system to ensure that all support requests are appropriately logged, escalated, resolved and communicated</li> <li>• assist users in their use of the student system and respond to requests for advice on its use</li> <li>• Training coordination &amp; planning</li> <li>• New user training: Undertake introductory training to academic and general staff members as required</li> <li>• Identify general training requirements and coordinate the training plan</li> <li>• Create, update, or organise training documentation and workshops in conjunction with Student Systems team</li> <li>• Deliver training workshops in non-specialist areas.</li> <li>• Manage and develop user documentation</li> <li>• Monitor and update documentation for currency and identify additional requirements</li> <li>• develop user procedures for new functionality</li> <li>• Achieve expertise and become the resident authority on the following Student One modules:</li> <li>• Study Package Management</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Participate in end of semester exam processing and production of reports, notices and student materials. Participate in Student System and Data activities, CURMIT-S1 Integration, testing, upgrades, patches and projects.</li> </ul>
<b>Working Relationships</b>	<ul style="list-style-type: none"> <li>• Develop and nurture positive working relationships within the University</li> <li>• Assist with various group activities which arise each semester</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>

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.