



Position Description

Position Title: Applications Administrator	Classification: Bond 5
Faculty/School/Office: Student Systems and Data	Date Position Updated: August 2025

Purpose of the Position:

The Applications Administrator will act as a key support resource in the Student Systems and Data team. The team is responsible for the administration and updates to the student management system used by Bond University, the timetabling system, the student portal and reporting to Government on student data.

The Applications Administrator will be assigned to provide support in delivering dedicated software solutions to university stakeholders, enabling business improvement, data accuracy and effective system maintenance. This role requires collaboration across the university, including Student Business Services, Information Technology Services, the University's faculties and academic units, to ensure optimal value is derived from core systems. The role is also responsible for system configuration, system health, and daily operational support including performance monitoring, data integration and reporting from the supported systems.

Key Tasks include:

- Manage application configuration, problem analysis and resolution for a wide range of application problems, in conjunction with the users and external application or service suppliers where necessary
- Monitor and resolve data integrity issues in and between systems
- Provide technical and functional advice for the users
- Assist with the identification and roll-out of enhancements to the applications and processes
- Improve application functionality and performance and provide suggestions for system and business improvements.
- Analyse business processes, gather and prioritise business requirements
- Design, configuration/customisation and testing of application improvements

The primary focus of the role is supporting the TimeEdit timetabling application and the CampusM student portal application. However, support to other applications may be required as business needs arise across the Student Systems and Data team.

TimeEdit support will involve creation and updating of training documentation and videos, delivering training to users and collaborating with internal business units on the ongoing enhancement of the timetabling system. The post holder will be responsible for data quality checking, ensuring data is integrating correctly, identifying and correcting errors. They will monitor data via integration error reports, updating details at source or related systems, creating dashboards and reports.

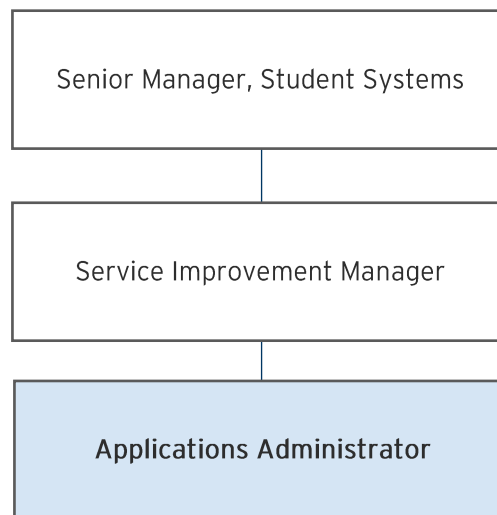
CampusM support will involve student portal content management including notification groups and requests for content push notifications, application maintenance, user management, app profiles and roles management, stakeholder and user support, problem resolution, troubleshooting and data fixes.

Activities will be undertaken in compliance with Bond University branding, as the student portal is the 'front door' to the University for students.

The post holder will work with vendors in configuring and updating systems, escalating technical issues and enhancement requests. They will communicate product updates to users, support product development, enhancement and user acceptance testing, as well as providing technical support to resolve issues.

Reporting Relationship:

This position reports to the Service Improvement Manager:



Selection Criteria:

- Completion of a bachelor's level qualification in Information Technology and/or relevant work experience.
- Extensive experience within a professional ICT environment covering planning, administering, maintaining, and supporting business applications and data security
- Proven process analyst and service support experience to end-users
- High-level problem-solving skills, including the ability to proactively develop innovative solutions.
- Sound understanding of technical IT issues to enable discussions with internal and external technical specialists
- Experience in managing third-party vendor suppliers and issue resolution
- Strong business analysis and specification skills
- Strong technical writing skills with proven ability to maintain comprehensive written system documentation
- Ability to monitor continuous data integrations and perform relevant data cleansing for raised exceptions
- Demonstrated experience in defining and optimising business processes
- High accuracy, attention to detail and organisational skills
- Strong cross-functional relationship management skills, including excellent written and oral communication skills

Desirable Criteria:

- Experience with systems used in the higher education sector

Competency	Responsibility
Systems Administration	<ul style="list-style-type: none"> • Provide system administration and configuration for assigned university applications, maintaining end user view of systems. • Provide user training and written support materials or videos • Oversee application upgrades with the vendor, ensuring appropriate testing and provision of information such as product updates.
Data Quality and Reporting	<ul style="list-style-type: none"> • Data quality checking, ensuring data is integrating correctly, identifying and correcting errors. Monitoring data via integration error reports and updating details at source or related system. • Create dashboards and reports.
Operational Support	<ul style="list-style-type: none"> • Monitor application performance, usage and support request statistics to identify ongoing technical problems, process improvements, staff training needs. • Provide responsive assistance and technical support to resolve issues for users, Service Desk and other technical areas. • Provide quality customer service to all other areas of the University. • Manage priorities and task scheduling with minimal direction. • Collaborate with internal business units in relation to ongoing enhancements to applications, and escalate technical issues or enhancement requests to the vendor.
Communication	<ul style="list-style-type: none"> • Manage communication to stakeholders regarding areas of responsibility as delegated by supervisor. • Represent Bond University at system user group activities. • Actively contribute to regular team meetings and escalate any necessary matters to supervisor as required. • Produce and maintain documentation for systems, procedures, standards and best-practice guidelines. • Provide one-to-one and group advice and support.
Continuous Improvement, Enhancements & Projects	<ul style="list-style-type: none"> • Obtain stakeholder feedback and review processes for areas of improvement. • Participate in defining requirements for stakeholders. • Challenge the status quo: suggest new approaches to old problems • Continually learn and develop professional skills that are relevant to the role • Managing the backlog of enhancements to applications • Participate in projects as required and contribute to project tasks
Customer Focus	<ul style="list-style-type: none"> • Develop and maintain productive relationships with internal and external customers • Explore the customer's situation to develop a fuller understanding of the underlying needs and deliver what has been agreed. • Take action to exceed customer expectations • Advocate customer satisfaction as a key value • Deal effectively with dissatisfied customers
Systems Documentation	<ul style="list-style-type: none"> • Produce and maintain technical documentation for supported university applications • Document planned functionality in future updates
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.

Understanding of Cultural Sensitivity	<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.
Understanding of WHS Responsibilities	<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.