



## Position Description

<b>Position Title:</b> Senior Applications Analyst	<b>Classification:</b> Bond 6
<b>Faculty/School/Office:</b> Information Technology Services	<b>Date Position Updated:</b> September 2025

### Purpose of the Position:

The Senior Applications Analyst role will review the four Symplicity applications in use at Bond University (Access, Advocate, CSM and UniHub) and provide advice on architecture, process improvement, roadmaps and governance, whilst providing application support and assistance to the current user base. This fixed-term position will deliver a report detailing all recommendations and lay the foundations for ongoing effective application support processes at Bond University. In addition, they will develop and document processes, procedures and training resources to enable administrators and users (as relevant) to use and manage the system.

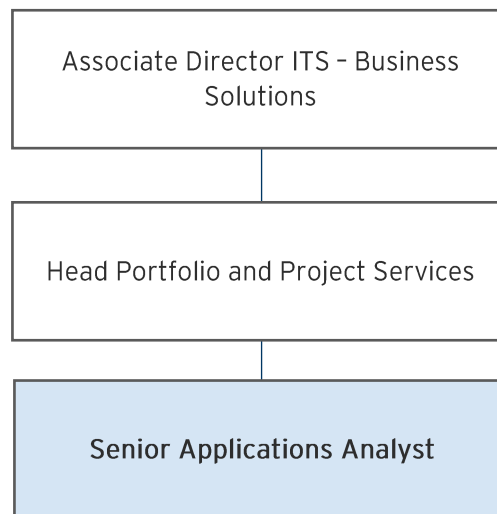
This project based role will report into Information Technology Services, but will work extensively amongst the current user base, including Student Success and Wellbeing, Office of Integrity, Campus Life, SASQ teams and our Transformation CoLab, along with the owners of any integrated systems.

### Key Tasks include:

- Manage application configuration, problem analysis and resolution for a wide range of application problems, in conjunction with the users and external vendors where necessary
- Undertake gap analysis with key stakeholders through lens of student and staff user experience to identify limitations and root causes of recurring issues and provide recommendations for resolution
- Provide technical and functional advice for the users
- Improve application functionality and performance and provide suggestions for system and business improvements.
- Review current application architecture and advise how this can be optimised
- Advise on governance structures, roles and responsibilities for effective application management
- Work with stakeholders to understand business operational and compliance requirements, establish and analyse business processes and required workflows, and prioritise unmet institutional requirements and business requirements
- Identify and document application administration responsibilities

**Reporting Relationship:**

This position reports to the Head Portfolio and Project Services:

**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, designing, administering, maintaining, and supporting business applications.
- High-level stakeholder management, collaboration and problem-solving skills, including the ability to proactively develop innovative solutions to address student and staff user needs.
- Sound understanding of technical IT issues to enable discussions with both technical specialists and end users.
- Experience in managing third-party vendor suppliers and issue resolution.
- Demonstrated business analysis skills and experience in undertaken gap analysis in consultation with stakeholders and defining and optimising business processes and workflows in response.
- Strong verbal and written communication skills with proven ability to maintain comprehensive written system technical and user documentation.

**Desirable Criteria:**

- Experience with Symplicity products.
- Experience working in or with the University sector and prior engagement with student facing services and systems.
- Ability to maintain content sites that use HTML

Competency	Responsibility
<b>Application Administration</b>	<ul style="list-style-type: none"><li>• Provide application administration and configuration for Symplicity applications.</li><li>• Document the application administrator role and key tasks</li><li>• Provide user training and written support materials or videos</li><li>• Produce and maintain technical documentation for Symplicity applications</li></ul>

Competency	Responsibility
	<ul style="list-style-type: none"> <li>• Monitor application performance, usage and support request statistics to identify ongoing technical problems, process improvements and staff training needs.</li> <li>• Maintain data quality and troubleshoot integrations from and to Symplicity modules</li> <li>• Provide responsive assistance and technical support to resolve issues for users, Service Desk and other technical areas.</li> <li>• Collaborate with internal business units in relation to ongoing enhancements to applications, and escalate technical issues or enhancement requests to the vendor.</li> </ul>
<b>Analysis and process improvement</b>	<ul style="list-style-type: none"> <li>• Analyse and understand business issues and data challenges</li> <li>• Facilitate workshops and fact-finding interviews to gather and analyse staff and student user requirements</li> <li>• Liaise with the vendor to understand root causes for application issues and guidance on best practice</li> <li>• Ensure that recommended solutions align to Bond's ITS Enterprise Architecture Guiding Principles and the university's IT Strategy</li> <li>• Prepare documentation analysing various potential solutions to a business issue and recommend the desired option based on logical reasoning</li> <li>• Work closely with vendors, internal IT and end users to ensure technical compatibility and user satisfaction.</li> <li>• Manage the backlog of enhancements to applications and develop a roadmap for Bond University Symplicity modules in collaboration with users and the vendor</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Engage with stakeholders at all levels across the University in a professional and courteous manner</li> <li>• Liaise closely with project managers, process owners, process experts, and key stakeholders to undertake business analyses, accurately document requirements and to map/model and document processes</li> <li>• Provide advice and support to key stakeholders and assist them in resolving their day to day application issues</li> <li>• Contribute to information dissemination and user education.</li> <li>• Give presentations and facilitate workshops across various stakeholder groups</li> <li>• Prepare reports of key findings and recommendations, with the ability to tailor documentation based on intended audience</li> </ul>
<b>Sustainability and governance</b>	<ul style="list-style-type: none"> <li>• Ensure that recommended solutions are optimised for current needs, but also designed to scale and adapt to changing business requirements over time</li> <li>• Advise on application governance structures for applications that span multiple business units and services</li> <li>• Design and document roles and responsibilities to ensure effective ongoing application support</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>

Competency	Responsibility
<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.