

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Analyst Programmer
Position Grade	E2
Category	Executive
Campus / Unit	Sarawak Campus – Information Technology (IT)
Term of Appointment	Full-time Appointment
Effective Date	February 2024

Position Purpose

The position is an administrative position at the Sarawak Campus. The position will be responsible for carrying duties involving various functions of Information Technology designated by the Assistant Manager, Application Development - mainly application analysis, design, implementation and deployment of IT business systems for the University, which include requirement study, processes improvement, low-code development, User Acceptance Testing, data integrations and any other relevant tasks as assigned.

Participation on Committees

The appointee will be required to participate on relevant committees as and when required for the efficient performance of duties and as directed by the Manager, IT; and/or Director, Administration; or by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> positions' supervisor/manager	Assistant Manager, Application Development, or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	Nil

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	TECHNICAL SKILLS AND KNOWLEDGE	Act as the interface between IT and stakeholders for new solution implementation and technology adoption: <ul style="list-style-type: none"> • Perform feasibility study, analysis and design with Business owners and/or vendor. • Analyse, design, develop, test and implement the application systems within the project timeframe and in accordance to users' requirements. • Ensure applications conform to Data Governance, IT Audit and Security requirements. • Integrate software components and third-party programs to meet specifications. • Undertake application support, system investigation and issue resolution for application break-fix.
2.	POLICY AND PLANNING	Assist and support the Assistant Manager, Application Development, to implement and to ensure compliance with all the policies relating to Information Technology.
3.	RESOURCE MANAGEMENT	Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.
4.	VENDOR RELATIONSHIP MANAGEMENT	Develop and sustain relationships with application vendors by communicating and conducting regular reviews of status and issues.
5.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: <ul style="list-style-type: none"> • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
6.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times.
7.	CUSTOMER SERVICE	Demonstrate Swinburne Values and Culture including: <ul style="list-style-type: none"> • Work effectively and with flexibility as a team member, providing prompt input, advice, and assistance as required.
8.	REPORTS	Prepare reports and provide accurate information as and when required by the Management.
9.	OTHER DUTIES	Any other duties as and when required by the Assistant Manager, Application Development; and/or Manager, IT; and/or Director, Administration; or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in Computer Science, Information Technology (IT), or a related field from a recognised institution with at least three (3) years of relevant working experience. Master's degree holders in relevant discipline can be considered.	Essential
2.	Possess at least ONE relevant IT certification(s) with active status in projects, service delivery, software development or equivalent. (e.g: Agile, Mobile development, Scrum, Low-code/No-code development, SDLC or equivalent)	Highly Desirable

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	At least three (3) years of relevant working experience in any two of the following domains: software development, business requirement study, business processes improvement, low-code/no-code development.	Essential
2.	Experience in collecting user requirement, assess and translate into functional and technical requirement with proven record of successful solution implementation	Essential
3.	Excellent interpersonal skills especially in a cross-cultural situation and demonstrated ability to work effectively in a consultative and team environment.	Essential
4.	Ability to perform the tasks assigned under pressure and short notice. Flexible and ready to work outside of normal office hours when required.	Essential
5.	Ability to communicate orally and in writing, to convey and elicit information effectively through storytelling styles, and to develop cooperative working relationships with staff, students and vendors.	Essential
6.	Ability to handle multiple priorities with strong prioritisation and time management skill with strong focus on the results and objectives.	Essential
7.	Experience in the Software Development Life Cycle (SDLC) framework and Agile software development methodology.	Essential
8.	Familiar with business analysis and project collaboration tools e.g. (Office365, SharePoint, SWOT, use case analysis, BPMN or etc.)	Highly Desirable
9.	Familiar with PHP, CSS, Java, Javascripts, SQL, etc.	Highly Desirable
10.	Familiar with process automation via scripting or APIs, such as PowerShell, Python, Rest, JSON, XML, etc.	Highly Desirable