POSITION DESCRIPTION

SECTION A: Position Context

Position Title	Assistant Manager, Application Development
Position Grade	E3
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 Manager, Information Technology - mainly to lead a team of software developer and analyst programmer to support the digitalisation initiatives, business processes improvement, student's journey and experience, data quality and life cycle management for research, accreditation, and compliance.

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

This positions' supervisor/manager	Manager, IT, or any other person as assigned by an authorised personnel
Other positions reporting to this position	Executives and Officers if any assigned.

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: • Provide leadership in the IT Application Development team's operations including resource management, performance management and duty assignment. • Streamline processes and leverage on technology and automation to achieve operational effectiveness and improve productivity. • Responsible for requirement scope and specifications, as well as be part of the evaluation in the procurement of application platforms and professional services. • Plan, coordinate, and monitor the entire software development project lifecycle, including requirements analysis, design, coding, testing, and deployment.
2.	POLICY AND PLANNING	Assist and support the Manager, IT, to implement and to ensure compliance with all the policies relating to Information Technology.
3.	RESOURCE MANAGEMENT	Ensure system compatibility and 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 monitoring, measuring and reviewing performance of all OHSMS programmes including through the following: • Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; • Direct investigation of incidents and coordinate corrective actions as needed.
6.	SWINBURNE VALUES AND CULTURE	• Commit to the Swinburne values. • Conduct work professionally while demonstrating the Swinburne values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne values.
7.	CUSTOMER SERVICE	Demonstrate Swinburne Values and Culture including: • 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 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 a minimum of 3 – 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff. 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, CAPM/PMP, Prince2, Scrum, Six Sigma 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: project management, software development, Business application administration and support, Low code/no-code application platform.	Essential
2.	Ability to lead, mentor, support and motivate staff in their professional career development and integration into University behaviours.	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 collecting user requirement, assess and translate into functional and technical requirement with proven record of successful solution implementation.	Essential
8	Experience in project management with successful track record of in house application development project.	Highly Desirable
9.	Familiar with business analysis and project collaboration tools e.g. (Office365, SharePoint, SWOT, use case analysis, BPMN or etc.)	Highly Desirable
10.	Familiar with workflow and business processes management tools, such as Power Automate, ProcessMaker, Kissflow, etc.	Highly Desirable
11.	Familiar with process automation via scripting or APIs, such as PowerShell, Python, Rest, JSON, XML, etc.	Highly Desirable
12.	Familiar with low code/no code application development tools like Microsoft PowerApps, Joget, Zoho Creator, etc	Highly Desirable
13.	Demonstrate up-to-date knowledge of the latest IT and technology trend.	Highly Desirable