

POSITION DESCRIPTION:



SECTION A: Position Context

Position Title	IT Business Analyst
Position Grade	E2
Category	Executive
Campus / Unit	Sarawak Campus – Information Technology (IT)
Division	Student and Corporate Services
Term of Appointment	Full-time Appointment
Effective Date	March 2023

Position Purpose

The position is an administrative position at the Sarawak Campus. The appointee will be responsible for carrying duties involving various functions of Information Technology designated by the Manager, Information Technology - mainly to develop, deploy and support IT initiatives for the University, which include planning, governance, project management, security, technology review, processes improvement, issue management, technology presentation and training, risk management, incident management, infrastructure implementation and administration and any other activities across other sections of IT Unit as well as any other relevant tasks as assigned.

University Information

As a 21st century university at the cutting edge of technology, innovation and entrepreneurship, Swinburne University of Technology has an ambitious vision to become the prototype of a new and different university. A next generation university. With a century long history of educating and training students with high-quality, career-orientated education and strong links to industry and the community it aims to bring people and technology together to create a better world.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology Sarawak Campus in June 2004.

The Campus occupies a 16.5-acre site in central Kuching, the state capital of Sarawak. The Sarawak

Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

Information Technology

The Information Technology (IT) is a unit within the Student and Corporate Services Division. The Unit is responsible for handling the following: -

- Governance of IT-enabled projects as well as its operational parameters.
- Plan, implement, and install IT assets (the University's data, IT systems, network and infrastructure, as well as the software and hardware components).
- Safeguard and maintenance of IT assets by ensuring protection and the upkeep of the University's data, IT systems, network and infrastructure, as well as the software and hardware components.

URL to web pages: <https://www.swinburne.edu.my>

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	Assistant Manager, Strategy & Planning, or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	IT Officer

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	<p>Act as the interface between IT and stakeholders for new solution implementation and technology adoption:</p> <ul style="list-style-type: none"> • Understand the strategic business objectives of the University and translate the requirement into opportunity for service improvement. • Work closely with business owners and subject matter experts to establish technical vision and analyse trade-off between usability, security and performance needs. • Gather and evaluate information to distinguish user requests from underlying needs such as must-have or good-to-have. • Communicate and translate business processes into technical requirement for solution mapping. • Prepare and present reports by collecting, analysing and summarising information patterns and trends for informed decision making. • Assist on risk assessment and mitigation exercises pertaining to IT projects implementation. • Define and document best practices and support procedures. • Assist in IT solution evaluation, assessment and recommendation on the adoption of technologies. • Coordinate enterprise information system project activities from planning to execution and closure. • Provide IT consultancy services to stakeholders. • Conduct awareness and knowledge sharing sessions.
2.	POLICY AND PLANNING	<p>Assist and support the Assistant Manager, Infrastructure, to implement and to ensure compliance with all the policies relating to Information Technology.</p>
3.	RESOURCE MANAGEMENT	<ul style="list-style-type: none"> • Establish and maintain materials and equipment storage. • Monitor material usage and check deliveries for the University. • Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.
4.	VENDOR RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> • Specify items required and obtain quotations as necessary. • Maintain good relationship with vendors.
5.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <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	<p>Demonstrate Swinburne Values and Culture including:</p> <ul style="list-style-type: none"> • Provide IT-related services; • Perform general equipment troubleshooting; and • 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, IT, or a related field from a recognised institution, with at least three (3) years of relevant working experience; OR 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, data analytics, software development or equivalent. (e.g: Agile, CAPM/PMP, Prince2, CAP, CSM, CBAP, ITIL 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, enterprise application administration and support, data analytics in medium to large enterprise with a proven record of providing quality service and leadership.	Essential
2.	Ability to lead, mentor, support and motivate staff in their professional career development and integration into University behaviours.	Essential
3.	Thorough knowledge of enterprise application administration, operations, including knowledge of IT best practices, industry trends, and customer service.	Essential
4.	Excellent interpersonal skills especially in a cross-cultural situation and demonstrated ability to work effectively in a consultative and team environment.	Essential
5.	Ability to perform the tasks assigned under pressure and short notice. Flexible and ready to work outside of normal office hours when required.	Essential
6.	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
7.	Ability to handle multiple priorities with strong prioritization and time management skill with strong focus on the results and objectives.	Essential
8.	Ability to work and conduct research independently to formulate business justification on the adoption of new technology or solution align to the business objectives.	Essential
9.	Ability to explore underlying business and technical drivers for opportunities, challenges and make sound recommendations to business units and stakeholders.	Essential
10.	Experience in setting expectation and provide assurance to stakeholders that IT is the go to strategic partner for new solution implementation.	Essential
11.	Experience in collecting user requirement, assess and translate into functional and technical requirement with proven record of successful solution implementation.	Essential
12.	Experience in the administration and support for enterprise applications, such as LMS, SIS, CRM, HRMS, FMS, CMS, ITAM, etc.	Essential
13.	Experience in project management with successful track record of enterprise	Highly

	applications project delivery.	Desirable
14.	Familiar with business analysis and project collaboration tools e.g. (Office365, SharePoint, SWOT, use case analysis, BPMN or etc.)	Highly Desirable
15.	Familiar with SQL and data analytic tools such Tableau, PowerBI, Elastic Stack, etc.	Highly Desirable
16.	Familiar with process automation via scripting or APIs, such as PowerShell, Python, Rest, JSON, XML, etc.	Highly Desirable
17.	Familiar with IT governance frameworks, enterprise architecture, security and operation (e.g. SSDF, COBIT, ITIL, NIST, ISO, SABSA, TOGAF & etc.)	Highly Desirable
18.	Demonstrates up-to-date knowledge of the latest IT and technology trend.	Highly Desirable
19.	Ability to produce materials or conducting IT training and awareness program with strong presentation skills targeting both staff and students.	Highly Desirable

Further Information

Further information is available from Human Resources at fax +60 82 260821, email careers@swinburne.edu.my.

Applications

Applications should include with their application a detailed CV indicating qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications prior to commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name :

Date :

Signature :