POSITION DESCRIPTION

SECTION A: Position Context

Position Title	Systems Support Specialist
Position Grade	E1-T
Category	Executive
Campus / Unit	Sarawak Campus - Student Engagement
Term of Appointment	Full-time Appointment
Effective Date	March 2023

Position Purpose

The primary focus of this position is to assist the Manager, Student Systems and Administration in administering, maintaining and supporting the student management system for Swinburne Sarawak.

This position primarily deals with the University student management system in the areas of :-

- management reports;
- system administration, support and maintenance;
- documenting procedures and processes;
- system testing;
- system training; and
- system evaluation.

This position is required to provide support for any other systems assigned by the Manager. The appointee is also responsible for evaluation of new systems that the Student Engagement staff would like to purchase, and to provide recommendations to the Manager for further deliberation.

At the discretion of the Registrar and Director, Student Engagement, the appointee may from time to time be assigned to perform other functions within the Unit as and when required.

The appointee will work closely with Academic and Professional staff at Swinburne Sarawak and liaise with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

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.

Student Engagement

The Student Engagement (SE) Unit is responsible for a range of complex student-centred functions which is divided into two distinct areas, Systems and Administration (visa services, student records, enrolments, examinations and graduation) of students in the university and Student Services (Accommodation, Counselling and Support, Employability, Student Experience and Welfare) provided to students. There is also the Complaints, Reviews, Appeals and Misconduct (CRAM) framework that is a feedback avenue for the University community.

The Unit is responsible for providing effective services in all these functions to the Chancellery and the academic units of the University. It also has a major role to play in the provision of information to internal and external parties. The roles and functions of the Unit include:

Student Systems and Administration:
- Systems and applications – evaluation, maintenance and training; design and administration of web and applications
- Surveys and evaluations – reports and statistics
- Scheduling – timetabling and class scheduling, including room bookings
- Financial Advisory and Insurance – study loans and scholarships, insurance
- Visa Unit – application of new visa, renewal of visa, medical check-up, cancellation of visa, support for licence renewal, reporting to MOHE & Immigration
- Student Information & Records – general enquiries, academic calendars, registration, enrolment and re-enrolment, issuance of student ID cards and letters
- Graduation, Assessment & Student Progression – graduation, verification, letter of completions, assessment, results checking & publication.

Student Services:
- Employability – internship, employment, graduate tracking, Student Emerging Leaders Program (SELP) and Swinburne People of Tomorrow (SPOT)
- Student Counselling & Support – counselling, student development services, Behavioural Risk Assessment and Management (BRAM)
- Student Experience – plan, organise, implement and monitor all student activities on campus, advisor to the Swinburne Sarawak Student Council (SSSC), plan and coordinate orientations, coordinate the Volunteering Program (SLVP).

- Safer Community – Pastoral Care and Student Emergency Fund.
- Accommodation – administration and management of student accommodation, maintenance of the hostel facilities, safety and security of the on-campus hostels, activities, welfare and wellbeing of hostel residents, supervision of the resident advisor program, referral for off-campus accommodation.

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

Participation on Committees

The appointee will be required to participate in the relevant committees as and when required for the efficient performance of duties and as directed by the Systems Support Lead; and/or Manager, Student Systems and Administration; and/or Registrar and/or Director, SE; or by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor/manager	Systems Support Lead, or by any other person as assigned by an authorised personnel
Other positions reporting to this position	None

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 <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

		KEY RESPONSIBILITY AREAS
1.	**STUDENT MANAGEMENT**	Assist and support the Manager, Student Systems and Administration with the following: • Administer the student management system; • Provide system supports and maintenance; • Perform testing before deployment to production environment; • Provide training to users; and • Provide solutions to improve efficiency in managing data.
2.	**SYSTEM AND APPLICATION ADMINISTRATION**	Assist and support the Manager, Student Systems and Administration with the following: • Evaluate new systems that Student Engagement staff would like to purchase and to provide recommendations; and • Administer the effectiveness and accuracy of existing systems, such as website and mobile apps.
3.	**POLICY AND PLANNING**	Assist and support the Manager, Student Systems and Administration with the following: • Implement and ensure compliance with all the policies relating to student records management; and • Implement and improve procedures and work processes relating to the system and documenting them.
4.	**LIAISON AND INTERACTION**	Conduct work in close liaison with various parties including: • Academics and professional staff in the other sections within SE, Schools, other administrative units and Melbourne Campus. • Vendors and system providers. • External parties on matters relating to the Unit's activities and functions.
5.	**CUSTOMER SERVICE**	• Provide fast, efficient, reliable customer service and accurate information to all staff members, students and visitors. • Provide accurate information, educate and advise staff members on related policies and procedures. • Respond to client enquiries in a timely manner..
6.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: • 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.
7.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time.
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 Systems Support Lead; and/or Manager, Student Systems and Administration; and/or Registrar and Director, SE; 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 or Information Technology, or in any area relevant to the duties, from a recognised institution, OR A Diploma with a minimum of three (3) years professional experience in a relevant area.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		**Essential / Highly Desirable / Preferable**
1.	At least two (2) years of SQL scripting/programming experience in supporting and maintaining business information systems.	Highly Desirable
2.	Minimum two (2) years professional experience in relevant area.	Highly Desirable
3.	Experience and knowledge in MS SQL Server and SQL Server Reporting Services.	Essential
4.	High level computer skills and knowledge of Microsoft Office software, especially MS Words, MS Access, MS Excel and MS PowerPoint.	Essential
5.	Experience in the use of Tableau, PowerBI or equivalent software in data management/reporting.	Highly Desirable
6.	Excellent communication skills, and the ability to communicate with people from diverse backgrounds.	Essential
7.	Proficiency in written and spoken English and Bahasa Malaysia.	Essential
8.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external companies.	Essential
9.	Polite, and courteous to all staff members, students and visitors.	Essential
10.	Demonstrated excellent teamwork. Able to work well with staff members from other units to provide the best customer service.	Essential
11.	Meticulous and have an eye for details.	Essential
12.	A sound knowledge in educational systems development.	Highly Desirable
13.	Good organisational, problem solving and analytical skills.	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   :