

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Systems Support Specialist
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Sarawak Campus - Registrar's Office
Term of Appointment	Fixed-Term Appointment
Effective Date	September 2026

Position Purpose

The primary focus of this position is to assist the Manager in the administration, support, maintenance and continuous improvement of systems and applications managed or supported by the Registrar's Office, and to provide operational support for the Office's day-to-day activities.

The position supports the effective operation and implementation of Registrar's Office systems in areas including:

- system administration, support and maintenance;
- system implementation and transition;
- system evaluation and functional testing;
- data validation and reporting;
- documentation of procedures and processes;
- user support and training; and
- continuous improvement of systems and processes.

The appointee will assist in the evaluation and implementation of new or replacement systems, including functional assessment, testing, data validation, issue identification and documentation, and will provide recommendations to the Manager as required.

The position will also provide operational and administrative support across the Registrar's Office as required, particularly during system implementations, peak operational periods and other periods of increased workload.

The appointee will work closely with Academic and Non-Academic Staff at Swinburne Sarawak, other University areas, external vendors and staff at other Swinburne campuses, where required.

At the discretion of the Registrar, the appointee may from time to time be assigned other duties within the Registrar's Office.

Participation on Committees

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Systems Support Lead, or Manager, or Registrar; or any other person as assigned 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.
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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.	SYSTEMS AND OPERATIONAL SUPPORT	- Administer and provide functional support for systems and applications managed or supported by the Registrar's Office. - Provide day-to-day system support and assist in investigating and resolving system-related issues. - Perform system configuration and maintenance activities within the responsibilities assigned to the position. - Provide user support and training. - Assist with data processing, validation, reconciliation and other operational activities as required. - Support day-to-day Registrar's Office operations, particularly during peak periods and major system implementation activities. - Identify and recommend opportunities to improve system and operational efficiency.
2.	SYSTEMS AND APPLICATION ADMINISTRATION	- Assist in the evaluation, implementation, enhancement and replacement of systems and applications used by the Registrar's Office. - Participate in functional assessments, system demonstrations, testing and evaluation of proposed solutions against business requirements. - Perform functional, user acceptance and regression testing, and document test results. - Assist with data validation, data migration verification and reconciliation where required. - Identify, document and follow up system issues, defects and enhancement requirements with relevant stakeholders and vendors. - Assist with system implementation, transition and post-implementation support. - Maintain appropriate system documentation, procedures and user guides. - Provide recommendations on system functionality and improvements to the Manager.
3.	POLICY, PROCEDURES AND PROCESS IMPROVEMENT	- Perform assigned duties in accordance with University policies, procedures and regulatory requirements relevant to the Registrar's Office. - Assist in developing, documenting, implementing and reviewing procedures and work processes relating to Registrar's Office systems and operations. - Identify opportunities to improve, streamline or automate existing processes. - Maintain accurate and current system and operational documentation.
4.	LIAISON AND INTERACTION	Conduct work in close liaison with: - Academic and Non-Academic Staff within the Registrar's Office, Schools and other University areas; - Information Technology and other relevant support areas; - Staff from other Swinburne campuses; - Vendors and system providers; and - External parties on matters relating to the Registrar's Office activities and functions.
5.	CUSTOMER SERVICE	- Provide timely, efficient and reliable service and accurate information to staff, students and visitors. - Provide guidance to users on relevant systems, processes and procedures. - Respond to enquiries and follow up outstanding matters in a timely manner.

KEY RESPONSIBILITY AREAS		
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.	REPORTING AND DATA SUPPORT	• Prepare operational and management reports and provide accurate information as required. • Assist with data extraction, validation, reconciliation and analysis for operational and system-related activities. • Support the monitoring and reporting of system issues, testing outcomes and implementation activities where required.
9.	OTHER DUTIES	Any other duties as and when required and directed by the Systems Support Lead ; or Manager; or Registrar; or by any other person as assigned 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 Information Technology, Computer Science, Information Systems, Business Information Systems or another relevant discipline from a recognised institution; OR A Diploma in a relevant discipline with a minimum of three (3) years' relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Experience in supporting business information systems, including system administration, functional support, testing, reporting and/or data management.	Essential
2.	Experience in reading, understanding, writing and modifying SQL scripts or data queries, and working with reporting tools or equivalent technologies.	Essential
3.	Demonstrated ability to learn and support different business information systems and adapt to changes in systems, processes and operational requirements.	Essential
4.	High-level computer skills and proficiency in Microsoft Office applications, particularly Microsoft Word, Excel and PowerPoint.	Essential
5.	Demonstrated analytical and problem-solving skills, with strong attention to detail and the ability to identify, investigate and document system or data issues.	Essential
6.	Excellent communication and interpersonal skills, with the ability to communicate effectively with people from diverse backgrounds.	Essential
7.	Proficiency in written and spoken English and Bahasa Malaysia.	Essential
8.	Strong customer service focus, with the ability to develop effective working relationships with students, staff and external stakeholders.	Essential
9.	Demonstrated ability to work effectively as part of a team and collaboratively with staff across different areas of the University.	Essential
10.	Experience in or demonstrated knowledge of system implementation, system evaluation, functional testing, user acceptance testing, data validation or system transition activities.	Essential
11.	Experience with Power BI, Tableau or equivalent reporting and data visualisation tools.	Highly Desirable