



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Application Support Analyst
Classification/Level under the Enterprise Agreement (if applicable)	Level 6/7
Management Level	Team Leader / Specialist
Faculty / Portfolio	Vice President Operations Portfolio
School / Division	Information Management Technology Systems (IMTS)
Main Location(s)	Wollongong Campus
Delegations (if applicable)	N/A

Primary Purpose of the Position

The Applications Support Analyst is a member of the Education Products team, in the Client Services Unit. This role is to administer and maintain the University's Education focused Applications. Education applications are student, and academic, focused applications, used for student attraction, enrolment, exams management and learning and teaching purposes. The position also incorporates consultation with business representatives, application suppliers (vendors), consultants and technical support staff. The role addresses and supports client requests in order to deliver excellent customer service and professional delivery of information technology services.

Position Environment

IMTS is the central provider of IT Services for the University, with over 100 staff in the Division. IMTS has a broad strategic mandate to provide IT infrastructure and services, in line with best industry practice to ensure the competitiveness of the University.

The Education Products team:

- provides ongoing management and support for the majority of the University's server-based and cloud applications that are focused on Education.
- provides assistance to staff, students and the UOW community, in the utilisation of University IT resources for educational, research and administrative activities.
- ensures these applications maintain a high level of availability and are appropriately upgraded and integrated with other applications.
- provides strategic and technical advice as well as implementation services when new applications are acquired by the University.

Major Responsibilities

RESPONSIBILITIES

1. Administer, monitor and maintain the University's core education applications aligned to UOW Policies and best practice guidelines.
2. Provide effective support for all service requests, including incident diagnosis, resolution, troubleshooting, escalation, and accurate recording of support activities.
3. Consult and advise application vendors and business owners about incidents, changes and future directions
4. Establish and monitor application changes and availability, proactively identifying and resolving issues
5. Engage with UOW stakeholders including training and learning forums and act in an advisory role on future strategies within the education portfolio
6. Maintain application documentation, including support procedures, configuration settings and user guides

7. Engage in continuing personal professional development. Seek new technologies and techniques for improving application support
8. Act in accordance with University policies as amended from time to time, the [Values in Action Framework](#) of *Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity*, and our commitment to [Equity, Diversity and Inclusion](#).
9. WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - <https://www.uow.edu.au/about/services/safe-at-work/whs-framework/>

Reporting Relationships and Other Key Contacts

Position reports to	Manager, Education Products
Positions supervised by this position	N/A
Other key contacts and stakeholders	Associate Director Client Products and Services Network, Infrastructure and Cyber technical Teams Development Service Teams Enterprise Architect IMTS Client Services Business owners and other UOW key IT stakeholders Third party vendors & maintenance suppliers

Selection Criteria

Essential:

- Degree qualification in relevant discipline with extensive experience, or an equivalent level of work experience and training
- Maintains application support processes (including incident, problem and change management) and follows requests according to agreed policies and procedures
- Experienced in analysing business needs and converting them into clear technical requirements to support third-party application delivery and maintenance
- Excellent interpersonal and customer service skills, demonstrated through a professional telephone manner, clear and confident communication, prompt execution of tasks, and the ability to manage client expectations effectively
- Strong interpersonal communication and documentation skills including a demonstrated ability to share knowledge and provide assistance and support to team members.
- Demonstrated ability to work independently with minimal supervision and meet deadlines
- Understanding of the administration of Application software
- Knowledge of security design principles and terminology to identify vulnerabilities and reduce risk
- Strong understanding of the Secure Software Development Life Cycle (SDLC) in an IT environment

Desirable:

- Sound knowledge in Java/PLSQL/Grails or .NET Framework/MSSQL/PowerShell
- Understanding of web technologies (HTML, XML, CSS, JavaScript, Angular JS)
- Experience with administering Windows and/or Unix environments
- Experience with Teaching & Learning Management Systems and Academic Support Systems
- Understanding of API components such as SOAP, REST, JSON
- Understanding of the principles and concepts of networks and databases



Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.
- May be required to work outside of standard business hours, including 'on-call'.
- Participate in a shift roster including outside of standard business hours if required
- This position is subject to a National Criminal Check

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the [WHS Framework](#).
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [WHS Framework](#).

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements. Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.



Position Description Status

This table contains information about the status and approval of this document

Date created	8/08/2025
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	Review Cycle: 1 year
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	1 st Dec 2026

