



POSITION DESCRIPTION

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| Position Title: | Operations Specialist – Business Analyst Nuclear Science and Technology (NST) / Strategic Research Services and Engagement (SRSE) |
| Cluster / Business Unit / Division | |
| Section or Unit: | Research Office |
| Classification: | Band 6 |
| Job Family: | Operations |
| Position Description Number: | PD-2423 |
| Work Contract Type: | Administrative |
| STEMM/NON-STEMM: | NON-STEMM |

POSITION PURPOSE

The primary objective of the Operations Specialist – Business Analyst is to be responsible for providing holistic support to NST for activities relating to the implementation, maintenance, guidance, administration, training and knowledge sharing, data integrity and reporting of the all the Current Research Information System and Portals (CRISP) Systems.

The position purpose is to implement and maintain the Research Information Management system (RIMS), ANSTO Science Portal & Laboratory Information Management System (LIMS). These systems are complex and require ongoing maintenance and support from different groups within ANSTO.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Nuclear Science & Technology (NST) incorporates ANSTO's research, innovation, landmark research infrastructure and associated platforms and capabilities. NST conducts research and development in relation to nuclear science and technology and connects people, transfers knowledge, and provides nuclear-based products and services for the benefit of Australia.

NST Strategic Research Services and Engagement (SRSE) provides high quality services to NST and ANSTO and delivers research and research infrastructure outcomes and translates outputs generated from research and development conducted in NST into products, services and new intellectual property.

This role sits in the Nuclear Science and Technology cluster within the Research Office directly reporting to the Operations Lead.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

- Lead and manage administrative aspects of NST and ANSTO processes which NST is required to operate within. Foster cross functional support by coordinating and collecting metrics and publication data, assisting with organisation excellence, administration, managing and maintaining databases, maintaining currency of intranet and internet pages and controlled documents using data provided.
- Manage and support the maintenance and continuous improvement of the CRISP suite of products, (RIMS, Portal, LIMS).
- Assist with and encourage employee engagement with the CRISP suite of products and lead the rectification of system software issues working closely with Information Technology Group and users of the software.
- Lead Business Administrator of NST's forthcoming CRISP suite of products, RIMS, Portal & LIMS: Provide high quality and responsive administration services of the systems.
- Responsible for the cross skilling of other team members in the CRISP suite of products to ensure support is always available for the systems.
- Configuration of solutions in line with established (and documented), or new requirements and enhancement of the system.
- Create and analyse reports that represent the cost-benefit of any proposed upgrades or enhancements. Make recommendation to Senior Management.
- Troubleshoot and test current systems to identify any potential errors, with discrepancies.
- Analysing and creating tests, and developing specifications and requirements for developers and programmers.
- Provide ongoing training and education to all CRISP system users. Create reference documents/guidelines as the solution is deployed, upgraded or improved. Advise Senior Management of upcoming or required changes to the systems and document approvals.
- Lead and manage the reporting requirements for the solution, initially within the solution and scaling up to ANSTO's Power BI reporting regime; create reporting templates and develop bespoke reporting requirements as needed.
- Conduct first level, business support to the user base; log all calls and solutions; conduct ongoing development of configuration and functionality within the boundaries of configuration (no customisation); be responsible for escalations to IT for IT issues and to the vendor for solution issues – log all calls and escalations and track close outs.
- Collaboration and advice to the project staff during implementation of RIMS and subsequent LIMS and Portal solutions.
- Responsible for and working with, where necessary, ANSTO IT and SAP for system updates, upgrades and patching to ensure business mandates are followed by all.
- Responsible for all upgrade and update testing and testing scripts. Ensure that a cross section of the stakeholder community is involved in any testing of the systems.
- Review of on-going updates/patching release notes for RIMS and subsequent LIMS and Portal solutions,
- Should the CRISP project not secure internal funding then the role will be required to support legacy platforms and personnel for the current portals.
- Develop and communicate new procedures for RIMS system including but not limited to system training modules for Users and the quality and performance of the system,
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within the framework of legislation, policies, professional standards, and resource parameters of the Federal Government. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The position is fully accountable for the accuracy, integrity, and quality of the content of advice provided to the Research Office, NST Senior Management, stakeholders and users of the systems and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- Determine key work priorities within the context of agreed work plans and will consult with the Operations Lead and Research Office Manager on complex, sensitive and key issues that have a significant impact on the NST.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).
- Design / implementation / testing strategies. Guidelines exist for some standard procedures, but the role often involves developing new approaches and processes.
- Solving problems that have caused an immediate disruption to operations when on-call and on-site.
- Choice of hardware components to purchase in accordance with standards.
- Sequencing work assignments to achieve desired priorities.
- Influence the decisions of group leaders/managers e.g., on appropriate resourcing of projects and solutions to problems.
- Daily delivery of knowledge specific to their area of expertise

Key Challenges

- Develop and rollout increased functionality from the solution implementation (use a phased approach to roll out the full capabilities of the solution).
- Working with the vendors to allow critical work to continue while systems are in maintenance shutdown.
- Dealing with vendors that may be in different or multiple time zones.
- Implement across NST (may require rollout to other groups within ANSTO on a later date).
- Ensure the successful implementation of the strategic objectives to complete the project whilst managing conflicting priorities and deadlines.
- Keep abreast of recent developments in the field, ensuring continual improvement and implementation of best practice.
- Improve customer service, response times and deliver efficiencies.

KEY RELATIONSHIPS

| Who | Purpose |
|------------------------|--|
| Internal | |
| Operations Lead | <ul style="list-style-type: none"> • Receive guidance and direction • Provide expert, authoritative and evidence-based advice • Garner support for staff engagement • Co-develop communications plan with roll out of new programs • Recommend and gain endorsement for plans and goals and other initiatives |
| Work area team members | <ul style="list-style-type: none"> • Provide expert advice and analysis on a full range of matters, pertaining to the rollout and ongoing maintenance of ANSTO's RIMS |

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| | <ul style="list-style-type: none"> • Contribute to group decision making processes, planning and goals • Collaborate and share accountability • Negotiate and resolve conflicts |
| Indirect Reports | <ul style="list-style-type: none"> • Provide guidance and support • Engage to monitor trends, best practice, performance and progress against the strategic plan and evaluate further support if required to ensure delivery against the plan. |
| Internal Stakeholder | <ul style="list-style-type: none"> • Provide training to all ANSTO Users • First point of contact for system issues |
| IT | <ul style="list-style-type: none"> • Provide escalations and relevant details to ensure IT can action quick and effective resolutions to issues |
| External | |
| Vendor | <ul style="list-style-type: none"> • Escalate solution issues in a timely manner • Be the primary contact for all issues |
| Other external stakeholders | <ul style="list-style-type: none"> • Provide documents and updates on project status as required |

POSITION DIMENSIONS

| Staff Data | |
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| Reporting Line | Reports to the Operations Lead |
| Direct Reports | Nil |
| Indirect Reports | Operations Administrator x 3 Operations Officer x 2 |

| Financial Data (2023/2024) | |
|-----------------------------------|-----|
| Revenue / Grants | N/A |
| Operating Budget | N/A |
| Staffing Budget | N/A |
| Capital Budget | N/A |
| Assets | N/A |

| Special / Physical Requirements | |
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| Location: | Lucas Heights Working in different areas of designated site/campus as needed |
| Travel: | May need travel to other ANSTO sites from time to time |
| Physical: | Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer) Public speaking |
| Radiation areas: | N/A |
| Hours: | Willingness to work extended and varied hours based on operational requirements. Some after-hours work may be required on an occasional basis |
| Clearance requirements: | Satisfy ANSTO Security and Medical clearance requirements |

| Workplace Health & Safety | |
|--------------------------------------|-------------|
| | All Workers |

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| Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System | Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties |
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ORGANISATIONAL CHART

Refer to published Organisational Chart.

KNOWLEDGE, SKILLS, AND EXPERIENCE.

1. Bachelor’s Degree in Computing or higher with a strong understanding of databases or equivalent level qualification coupled with experience in Relational Databases, Complex SQL Queries, an understanding of web-based solutions, HTML, XML.
2. Extensive experience in all the above and the support of critical business systems. Experience with Power BI Desktop would be advantageous.
3. Previous project management experience working under pressure to meet tight deadlines and drive change initiatives towards positive outcomes.
4. Proven experience, leading and managing operational activities and demonstrated ability to go the extra mile to manage, track and resolve issues/problems with our vendors and ANSTO IT
5. Demonstrated experience guiding, developing, and mentoring staff in new programs.
6. Demonstrated ability to initiate and manage change and identify and manage risks while keeping relevant stakeholders abreast of the changes.
7. Demonstrated influencing, problem solving, change, negotiation and interpersonal skills are critical for this project to be successful.
8. The ability to develop relevant working standards and instructions relative to the systems.
9. The ability to quickly understand the makeup of ANSTOs research and IT environments to a sufficient level to provide the support needed to the stakeholders, IT and our vendors.
10. The ability to work autonomously or with limited supervision.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position

| Line Manager | | Delegated Authority | |
|---------------------|---------------------------------|----------------------------|---|
| Name: | Alison Simpson | Name: | Sandy Haig |
| Title: | Senior Manager, Research Office | Title: | NST Strategic Research Service & Engagement |
| Signature: | | Signature: | |
| Date: | | Date: | |

Appendix 1

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| ANSTO Job Families |
| Accounting & Finance |
| Administration |
| Communications & Marketing |
| Compliance & Regulation |
| Engineering and Technical |
| Human Resources |
| ICT & Digital Solutions |
| Information & Knowledge Management |
| Legal |
| Manufacturing |
| Monitoring & Audit |
| Operations |
| Organisational Leadership |
| Project & Program |
| Research |
| Science |
| Security & Intelligence |
| Senior Executive |
| Service Delivery |
| Strategic Policy |
| Trades & Labour |