



Position Description – Operational Support Analyst

Position Details

Position Title:	PeopleSoft Administrator
Position Number:	TBC
College/Portfolio:	Operations
School/Group:	ITS
Campus Location:	Based at the City campus but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 8
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT is a multi-sector university of technology, design and enterprise with more than 96,000 students and close to 10,000 staff globally. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

Our three main campuses in Melbourne are in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo, two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The Portfolio incorporates the following business units: Enterprise Projects and Business Performance (EPBP), Communications, People, Information and Technology Services (ITS), Office of the Chief Operating Officer, Procurement and Vietnam Operations.

The Portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

The Information Technology Services (ITS) function provides RMIT University with current and emerging Technology systems and services. Our vision of “unleashing technologies to enable great experiences for RMIT communities” supports a proactive and leading-edge technology ecosystem, mindset and delivery empowering the advancement of the University's commitment to advancing Lifelong Learners.

Position Summary

The PeopleSoft Administrator within Architecture and Software Engineering Operations is responsible for the administration and maintenance of the University's PeopleSoft Campus Solutions platform (SAMS). This will include responsibility for leading and participating in patching and vulnerability management activities, optimisation, configuration and troubleshooting production and non-production environments and administration of our Phire code deployment and management platform.

The PeopleSoft Administrator will proactively deliver advice, fulfil service requests and resolve incidents from our staff and students as well as liaising closely with our PeopleSoft support and delivery teams to maintain a stable working environment for our users. Critical to this role will be monitoring and maintaining the robustness of our nightly batch.

The PeopleSoft Administrator will also be required to provide insight to Management on pain points in the PeopleSoft platform, work with our teams to develop and optimise our internal processes and identify tools and procedures to improve our management of the platform.

Reporting Line

Reports to: SAMS Platform Lead

Direct reports: None

Organizational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

1. Administer and maintain PeopleSoft app/web servers, process schedulers, and PIA components across all environments including performance monitoring and troubleshooting.
2. Support environment refreshes, database cloning, and maintain environment-specific configurations working closely with Infrastructure and Database teams.
3. Administer (including configuration and patching) our Phire Change Management tool used for management and deployment of change packages
4. Execute deployment of change packages via Phire across environments and coordinate releases including pre/post-implementation verification and rollback procedures.
5. Administer Integration broker, Batch Processing and Scheduling and troubleshoot failed batch jobs
6. Provide specialist technical advice in analysis, design, implementation and support on PeopleSoft systems to Project Managers, Business & Functional Analysts, Developers, Testers and other functions on projects and operational work as required.
7. Perform analysis and provide a range of complex software technical services to support the day-to-day operations of the PeopleSoft system including monitoring, evaluating and reporting on the status of the PeopleSoft application, performance tuning and specific high-level technical tasks as required.
8. Coordinate PeopleSoft installations, patching, upgrades and configuration.
9. Coordinate the development, review and testing of Disaster Recovery Plans for PeopleSoft ensuring outcomes are according to defined standards and processes. Contribute to production service restoration during major incidents and participate in root cause analysis to ensure future outages are mitigated.
10. Develop and maintain system documentation to defined standards.
11. Make recommendations on new technologies and products within the PeopleSoft domain after investigation/evaluation through activities such as research and benchmarking of competitors.
12. Actively play roles in projects, minor work tasks and business as usual activities, being a key contact for liaising with Infrastructure staff.
13. Respond to support incidents and service requests within agreed service levels, leading investigation, correction or escalation of technical problems where appropriate.
14. Ensure technical knowledge remains current with market trends and standards.

Key Selection Criteria

1. Minimum of 5 years' experience working with PeopleSoft in a technical capacity.
2. Extensive experience in PeopleTools Administration (8.5x+) for which the position requires a high level of expertise in the following areas:
 - Installation and maintenance of PeopleSoft architecture – web server, application server
 - PeopleSoft patching and appropriate upgrades, including use of Change Assistant
 - PeopleTools, Application Designer, Process Scheduler, Query Designer, Data Mover.
3. Experience working with cloud-based platforms, in particular AWS.

4. Fluency with Unix and Oracle
5. Experience supporting enterprise platforms using ITIL principles.
6. Ability to demonstrate critical thinking, providing options and recommendations relating to resolving issues, mitigating risks and resolving escalated items.
7. Highly developed verbal and written communication skills with proven ability to build working relationships with stakeholders from a range of levels.
8. Ability to adapt and understand new technologies, and a drive to seek out emerging industry best practice.
9. Logical approach, critical thinking and analytical problem-solving skills with an ability to identify the root cause(s) of a problem.
10. Highly developed interpersonal skills with demonstrated experience in a customer service environment within a large complex organisation.
11. Proven ability to work autonomously with minimal supervision and prioritise workloads.
12. PeopleSoft functional knowledge in Campus Solutions is desirable.

Qualifications

Relevant tertiary qualification or equivalent work experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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