SMS Developer

HEP Level 7

POSITION NUMBER	950592
ORGANISATIONAL UNIT	Digital and Campus Services (DCS)
POSITION REPORTS TO	Student Experience Domain Engagement & Delivery Lead
OVERALL PURPOSE	The overall purpose of the SMS Developer is a vital role within Digital and Campus Services, working within the Student Experience Domain. This position is responsible for providing development and operational support for VU's Student Management System Application, TechnologyOne – in particular, custom development of interfaces, reports and production support. The SMS Developer - Students is expected to work closely with other team members, other development teams and staff from other DCS teams such as Infrastructure, Network, Architecture and Security teams to provide necessary services to business clients and implement solutions that enhance the student experience.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	**Within the University the position:** ◆ works closely with the Student Experience Domain and Student Services and Student Administration ◆ works with all IT Application Services ◆ supervises none **Outside the University the position liaises with:** ◆ External Suppliers
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

People and Culture use only			
Date Updated	19.3.25	Date Classified	19.3.25

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

The Digital and Campus Services Group is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process, system, and built enhancements that will drive better outcomes for students, staff, and our extended community as we seek to be relentlessly customer centric.

Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to study and work. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions, and innovation.

This Group includes:

- Enabling Technology
- Office of the Chief Information Security Officer (CISO)
- Business Engagement and Projects
- Estate Strategy, Planning and Delivery
- Business Partnering and Governance
- Campus Services
- AI Technology and Delivery

MAJOR TASKS AND ACCOUNTABILITIES

◆ Analyse functional specifications, prepare designs and develop application software of a complex nature, and participate in code reviews which meet the University's Information System requirements and to deliver high quality software applications to the University.

◆ Provide production support assistance to find root cause of production incidents.

◆ Produce technical and testing documentation for development changes to ensure smooth operation and continuity of application systems.

◆ Provide technical consultation in relation to scoping of requirements for change initiatives.

◆ Contribute to continuous improvement of policies, procedures, and processes within the Student Experience Domain

◆ Liaise with vendors to report and investigate technical issues

◆ Work collaboratively with other teams in DCS to ensure consistency of advice and solutions and conformance to DCS policies and procedures.

◆ Adhere to and cooperate with all OHS policies and procedures of the University.

◆ Promoting an environment of safety, sustainability, and inclusion to embed a values-driven culture, including Protecting Country.

TYPICAL/MAJOR CHALLENGES

◆ Ability to make sound decisions during Application development, recognising the impact on current development processes / standards, security, and architectural alignment..

◆ Ability to work effectively without supervision or direction to achieve technical objectives.

◆ Prioritises work demands independently to respond to emerging requirements.

◆ Excellent Problem-Solving skills in relation to Application Development and Support.

◆ Communicate effectively with team members and stakeholders

LEVEL OF SUPERVISION

◆ Operates under broad direction from Student Experience Domain Engagement and Delivery Lead, Product Owner and Scrum Master and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

◆ Knowledge of University operations, governance and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.

◆ Knowledge of Student Life Cycle and Student Administration processes in a university environment.

KEY SELECTION CRITERIA

Essential

1. A degree with four years of relevant experience, or an equivalent combination of education, training, and experience.
2. Strong and up-to-date knowledge of TechnologyOne's architecture, functionality, and customization capabilities.
3. Demonstrated experience in designing and developing ETLs, workflows, and Crystal Reports for the TechnologyOne system, preferably in cloud environments.
4. Proficiency in programming languages commonly used in StudentOne environments, such as SQL, Java, JavaScript, PL/SQL, and/or .NET.
5. Experience with system integration and data migration, including APIs, web services, and batch processing.
6. Ability to collaborate with business system analysts to assess existing custom workflows and ensure business requirements are met through standard configuration.
7. Strong multitasking skills with the ability to manage multiple projects concurrently.
8. Excellent technical writing skills, with experience in producing clear and comprehensive technical documentation.
9. Proven ability to work effectively in a small team, demonstrating leadership, problem-solving, and well-developed verbal, written, and interpersonal communication skills.
10. Understanding of and adherence to workplace policies, including OH&S and anti-discrimination responsibilities, with a commitment to attending relevant training.

Desirable

11. Experience in the use of testing frameworks for backend applications.
12. Experience in a tertiary education sector in a technical capacity.