

The University of Waikato

Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Student Systems Analyst

Reports to:	Student Systems Manager
Division:	Division of Vice Chancellor Academic
Tenure:	Permanent
Location:	Hamilton
Date:	September 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Student Systems team forms part of the Deputy Vice Chancellor Academic (DVCA) portfolio. The DVCA portfolio includes Student Administration, Student Services & Pastoral Care including Student Health and Accommodation, Library, Academic Office, AVC Pacific Office, Centre for Tertiary Teaching and Learning (Te Puna Ako), Accessibility Services, Work Integrated Learning, Careers and Employability, and Student Systems. This comprehensive range of student services supports the recruitment, enrolment and success of University of Waikato students.

The Student Systems team currently supports and develops the Student Management system

September 2025

(SMS), the Enterprise Customer Relationship Management system (CRM), Alumni management (Raisers Edge), the Timetabling function and system (Syllabus +) and the Work integrated learning system (SONIA).

2. POSITION PURPOSE

The Student Systems Analyst is responsible for the technical administration, maintenance and support of a selection of Student Systems. The role ensures platforms are reliable, secure and effective. This role provides expertise in system configuration, data entry and management, reporting and troubleshooting, enabling business users to deliver high quality services to students and stakeholders. The Student Systems Analyst will also support testing, upgrades and continuous improvement to ensure the Student Systems remain fit-for-purpose and aligned with organisational requirements.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Student Systems Manager
- Director of Student Systems
- Staff from the Student Systems team
- ITS staff
- Academic staff and Divisional Directors and Managers
- Students

External: Consultants from application software providers

4. KEY RESPONSIBILITIES

System Administration

- Perform day-to-day technical operation of a selection of student systems, ensuring system stability, security, and performance.
- Perform system configuration, data entry, user account management, access controls, and workflow setup.
- Maintain accurate system documentation, including configuration settings, integrations, and change logs.
- Identify and diagnose problems with data and configuration of applications. Maintain data accuracy in student system applications.

Technical Support & Troubleshooting

- Investigate and resolve system errors, data issues, and user-reported incidents.
- Escalate and coordinate complex issues with vendors or IT infrastructure teams.
- Provide second-line technical support for business users.
- Check system integrations with other university platforms, ensuring data integrity and consistency.
- Monitor and maintain data feeds, APIs, and import/export processes.
- Support data cleansing, validation, and quality assurance activities.
- Ensure compliance with data privacy, security, and audit requirements.

Reporting & Analytics

- Develop, maintain, and optimise system reports, dashboards, and data extracts.
- Support business units with technical reporting requirements.
- Ensure reporting outputs are accurate, timely, and aligned with business needs.

Testing & Change Management

- Coordinate and perform system testing for upgrades, patches, and enhancements.
- Develop test plans and scripts, ensuring functionality and data integrity are maintained.
- Implement approved changes into production following change control processes.

Vendor & Technical Liaison

- Work with system vendors to resolve technical issues and support upgrades.
- Contribute to planning and scheduling of vendor-delivered upgrades and releases.
- Provide technical expertise in vendor discussions and roadmap reviews.

Continuous Improvement

- Identify opportunities to improve system efficiency, automation, and integration.
- Stay current with technical updates and best practices for student systems.
- Recommend technical improvements that align with organisational requirements.

Team Contribution

- Work effectively as a member of the Student Systems team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Student Systems Analyst will be performing satisfactorily when:

- A good quality of support is provided to users and in a timely fashion and communicated well.
- Application set-up and data maintenance is performed to the required standard and documented as expected.
- Issues are identified and communicated. Workarounds and long-term solutions are developed and documented.
- Work is completed within the required timeframes and as per the prioritised backlog.
- Users have the appropriate access granted in a timely manner.
- Good quality documentation is developed and written and the applications are thoroughly tested.
- Good working relationships are maintained with staff from across the University and the external software providers.
- Opportunities for business process improvements are identified and implemented successfully and to the user's requirements.
- An advanced level of application knowledge and expertise is developed and maintained.

- Quality, reliable support and information is provided to a standard which facilitates effective decision making.
- Collaboration with other work unit and teamwork within the team.
- Valuable contribution and participation in relevant meetings and/or projects is provided
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A tertiary qualification in an appropriate discipline, or relevant, equivalent work experience

Desirable

- A bachelor's degree in an appropriate discipline

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- A good understanding of student applications.
- Sound analytical and problem-solving skills.
- Demonstrated ability to investigate and analyse a variety of issues.
- Excellent written and interpersonal communication skills together with the ability to build and maintain constructive and collegial relationships internally and externally.
- The ability to:
 - Prioritise work, exercise judgement and accept responsibility.
 - Maintain high standards of work quality and output, including the ability to prioritise and work to deadlines.
 - Maintain accuracy and attention to detail while meeting tight deadlines.

Preferred

- Knowledge and experience of Raisers Edge, SONIA, SITS Vision, Syllabus+ or other student systems.
- Understanding of student system applications.
- Experience using a wide variety of applications.
- Familiarity with University of Waikato structures, systems, policies and procedures

PERSONAL QUALITIES

- A positive attitude.
- Ability and commitment to working collegially within the team, across the whole organisation and with external contractors and consultants.
- Ability to work both in a team situation and independently, sometimes with minimal supervision.
- Flexible and adaptable.
- Ability to relate to a wide variety of people from a variety of backgrounds and cultures in a helpful, pleasant, courteous and sensitive manner.
- Ability to show initiative along with discretion and judgment.
- Respect for confidentiality.
- Ability to perform well under pressure and to overcome obstacles and complete tasks without becoming overstressed.
- Commitment to a culture of openness, flexibility and co-operation to achieve excellence.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.