

NOTES

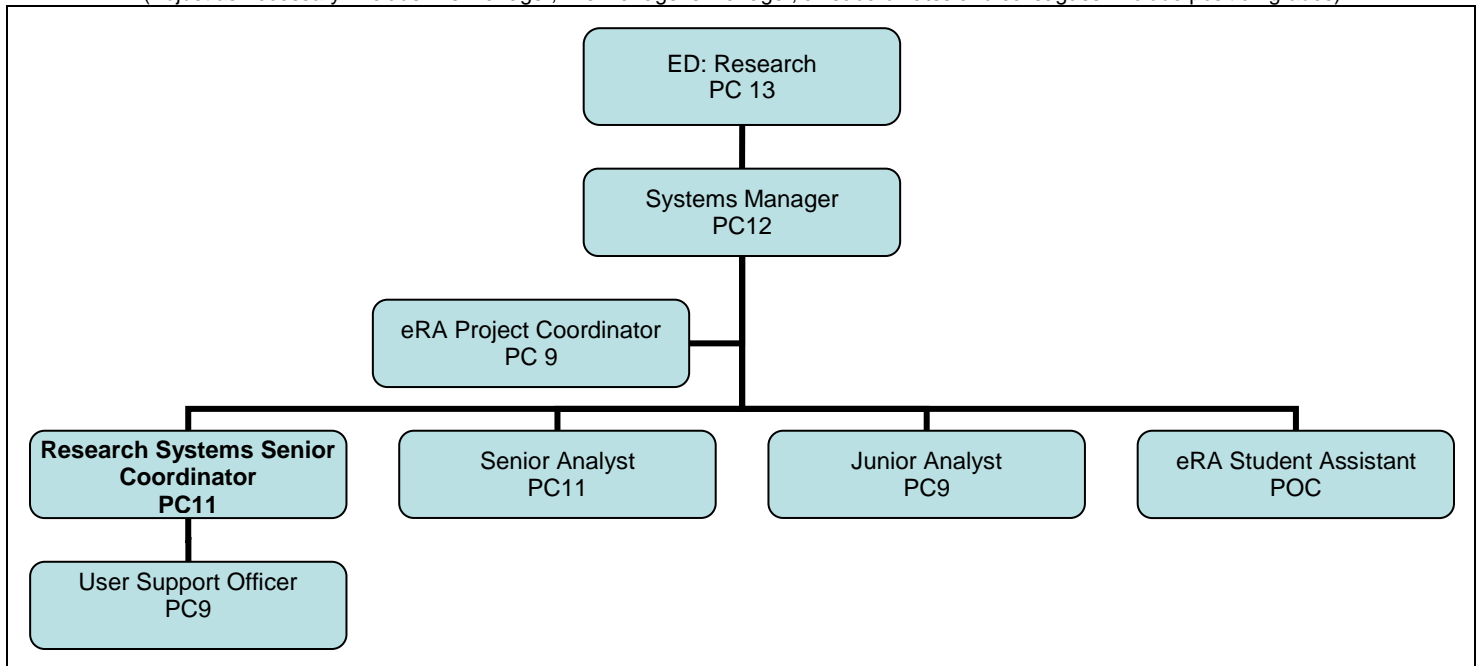
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Research Systems Senior Coordinator		
Job title (HR Practitioner to provide)			
Position grade (if known)	11	Date last graded (if known)	
Academic faculty / PASS department	PASS		
Academic department / PASS unit	Research Office		
Division / section	Research Systems		
Date of compilation	27/11/2018		

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager's manager, all subordinates and colleagues. Include position grades)



PURPOSE

The main purpose of this position is to oversee and coordinate the training and rollout of the full spectrum of research systems' functions at the university as well as supporting the university-wide advocacy for the Electronic Research Administration (eRA) systems, working closely with the Research Systems Manager. This includes:

- being responsible for eRA communications to campus, working closely with the Global Strategy and Visibility team;
- coordinating rollout and ongoing usage of eRA systems across faculties, departments and researchers, working closely with staff from eRA, the central Research Office, faculty research offices, Central Research Finance, RC&I and IAPO;
- identifying training needs for faculties, departments and researchers and implementing appropriate training
- coordinating the creation and implementation of documentation for user support and training as well as the coordination of software upgrades;
- making use of eRA systems tools such as ServiceNow and Azure DevOps to report issues and monitor progress with resolution.

The incumbent must keep abreast of system developments pertaining to research systems as well as the research business processes associated with them.

CONTENT

Key performance areas		% of time spent	Inputs (Responsibilities / activities / processes/ methods used)	Outputs (Expected results)
1	Communication	30	<ul style="list-style-type: none"> Presenting system functionality and research administrative/business processes to stakeholders such as academics, professional & administrative support staff (PASS) and external organisations such as the NRF, SAMRC, other universities etc. Creating materials that explain system and research processes in a way that is easy to access and understand Draft, review and sign off communications to end users Communicate with end users in a professional and supportive manner 	<ul style="list-style-type: none"> Stakeholders are better informed on the functionality of the system and the research administrative/business processes Materials that are visually appealing and easy to understand, on appropriate platforms, using available tools Research systems-related communications reach users timeously Relationships are built with various stakeholders across the university (PASS and academics)
2	Coordinate and oversee staff and operations of Research Systems Support	30	<ul style="list-style-type: none"> To coordinate the eRA support team and plan operations to meet institutional needs. To hold weekly meetings and monthly review meetings based on training plans and on support call reports. Monitor activities of the helpdesk and support calls in general. To assist with the coordination of work between the project coordinator, user support officer and eRA analysts. To ensure enough support is provided to staff across the university during key events in the calendar, and to ensure this is well planned for and organised e.g. annual statutory research output assessment, Conference Travel calls, major international calls, etc. Support staff by providing business and systems assistance Evaluate effectiveness of training courses and provide summary reports to management showing the impact of training on employee skills and on system data integrity during peak cycles 	<ul style="list-style-type: none"> Team has clear objectives that are reviewed periodically Tasks are accurately and meticulously completed Calls are resolved correctly and timeously Resources are deployed effectively to ensure tasks are completed on time Training and support events are planned, with the correct resources in place Training is executed professionally Queries are responded to and assistance with requirements relating to Research Systems is provided

3	Training Preparation and Delivery	20	<ul style="list-style-type: none"> • Ensure timely delivery of comprehensive end user training and participate in training design and delivery • Ensure timely delivery of online training courses and participate in delivery and design • Organise and conduct train-the-trainer sessions • Provide training to Research Office and other managers on effective use of the system to manage operations • Provide training to, and assist with the development of, super users • Provide training reports to the Systems Manager • To coordinate and provide in-house training (where necessary) to the support team • To provide backup for the User Support Officer • Check and assess competencies of end users and provide performance feedback to managers on the use of system functionality • Ensure training plan exists for each major area and that managers are aware of this plan • Provide training guidance to team and managers • Arrange database refreshes and clones upon request, and as required for training events • Promote training opportunities to users in a compelling way that provides all necessary information • Attend, assess and provide feedback to support team on delivered training • Conduct needs assessments, identifying skills or knowledge gaps that need addressing • Maintain training materials on shared drives and Vula as well as the Wiki • Oversee in-house training facilities, training equipment and the training room(s) and ensure these are operational when needed 	<ul style="list-style-type: none"> • Training plans for each support area • Training plans are communicated to managers • Courses created for each support area, including online courses and videos • Approach to and design of training is reviewed • Super users for Research Systems are developed • Colleagues are cross-skilled • Business process knowledge that relates to training is up-to-date and current • Systems knowledge remains current • Operations are effectively coordinated • Training issues are dealt with as they arise • Decisions made, and problems solved timeously • Competent system support and end-user staff • Training records and statistics are up-to-date • Tasks are accurately and meticulously completed • A service-oriented environment is created and maintained
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4	Documentation	10	<ul style="list-style-type: none"> • To ensure training materials are sufficient, accurate, complete and to participate in the provision of this i.e. review and provide feedback to support team on training materials • To ensure online courses are sufficient, accurate, complete and to participate in the provision of this i.e. review and provide feedback to support team on online courses • To create competency-based tests where required • To provide training to team on documentation standards • To ensure documentation is suitable for the full range of end users (e.g. researchers, administrators, finance staff) 	<ul style="list-style-type: none"> • Documentation is accessible to end users i.e. published on Vula as a support tool in the correct format • Up-to-date context/business specific documentation • Signed-off documents adhere to Research Systems quality standards – the format and structure of user documentation is uniform, contains outcomes, contextual information, is accurate etc. • Online courses are signed off • Systems and business process knowledge are continuously updated through reviewing and testing training materials • Internal/external stakeholders are consulted • Documents are accurately and meticulously completed
5	Functional Security	10	<ul style="list-style-type: none"> • Provide functional security systems support to support team • Provide advice and report on functional security to various stakeholders e.g. Auditors, Managers, ICTS Systems Access • Initiate a change request if necessary with approval from the business • Observe security and make suggestions for improvement • Coordinate bi-annual Security Reviews • Approve sign off forms and ensure correct roles are assigned to users before approving • Liaison and problem solving with Systems Access team to ensure end users have the correct access • Review existing roles and permissions with Systems Access team (where required) • Liaison and problem solving with security team, business analysts, and technical developers 	<ul style="list-style-type: none"> • Each training course is mapped to security roles in Security Document • User access is provided within agreed turnaround time (expedite if necessary) to perform their job functions • Reviews of security related to training courses • Queries are followed up and escalated as required • Security is reported on and investigated • Knowledge is continuously updated through reviewing materials and/or consulting internal or external stakeholders • Colleagues are cross-skilled • Security issues are resolved • Security issues remain current and are dealt with timeously • New roles and permission lists created and implemented

MINIMUM REQUIREMENTS

Minimum qualifications	<ul style="list-style-type: none"> • A university degree (NQF 7 level) • Advantage: Master's Degree 			
Minimum experience (type and years)	<p>Five years' work experience, with at least three years in higher education, preferably in a research environment</p> <ul style="list-style-type: none"> • Presentation skills and experience in training staff • A high level of written and verbal communication skills coupled with sound interpersonal skills • A high level of computer literacy skills including Microsoft Office proficiency, at an intermediate to advanced level as well as a good understanding of the components and architecture of information systems • Meticulous approach to work with exceptional organisational skills • Attention to detail and ability to work accurately under pressure while managing competing demands • Proven ability in the major aspects of training including the production of training materials • Proven self-management skills, with an ability to plan and manage activities and projects over short and longer periods • Advantage: Experience with research administration systems such as Converis • Advantage: Significant work experience as a trainer, coach, or training facilitator, preferably in a large environment 			
Skills	<ul style="list-style-type: none"> • Strong time management and problem-solving skills • The ability to work with multiple stakeholders within the university • Strong generic IT skills, with systems and tools • Aptitude and willingness to learn system functionality 			
Knowledge	<ul style="list-style-type: none"> • Knowledge of research processes • Experience in drafting reports • Advantage: Familiar with both traditional and modern job training methods, trends and techniques 			
Professional registration or license requirements	<ul style="list-style-type: none"> • None 			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Honesty to handle cash or finances.)				
Competencies (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Adaptability/Flexibility	2	Initiating Action/Initiative	2
	Analytical Thinking/Problem Solving	2	Managing Conflict	2
	Building interpersonal relationships	2	Meeting facilitation/leadership/participation	2
	Building Partnerships	2	Negotiation	2
	Client/student service and support	2	Written communication	2
	Communication	2	Persuasiveness	2
	Coaching/Developing Others	2	Planning and organising/work management	2
	Conceptual thinking	2	Quality commitment/work standards	2
	Continuous learning	2	Resilience/Tenacity	2
	Creativity and Innovation	2	Resource Management	2
	Decision Making/Judgment	2	Results Focus	2
	Facilitating change	2	Stress Tolerance	2
	Follow up	2	Teamwork/Collaboration	2
	Formal presentation	2	University Awareness	2
	Individual Leadership	2		

SCOPE OF RESPONSIBILITY

Functions responsible for	.
Amount and kind of supervision received	
Amount and kind of supervision exercised	
Decisions which can be made	
Decisions which must be referred	

CONTACTS AND RELATIONSHIPS

Internal to UCT	Academic staff: deans, deputy deans, heads of departments, researchers PASS staff: management and staff
External to UCT	Management and staff of organisations in the higher education and research domains, e.g. NRF, SAMRC, other universities, etc.