Team Leader, Infrastructure/ CRM Applications

POSITION NUMBER 0037115

PROFESSIONAL CLASSIFICATION UOM 9 - $129,154 - $134,374 per annum (pro rata for part-time)

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

CONTACT FOR ENQUIRIES ONLY

Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
THE UNIVERSITY OF MELBOURNE
Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University’s budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services
BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Enterprise Technology delivers efficient, sustainable, competitive, innovative, and safe campus facilities and information technology services.

The Enterprise Applications Team, within Enterprise Technology, provides the design, development and support of enterprise applications and services within the University of Melbourne. The Development team within Enterprise Applications will encompass the software development, testing and support processes within the software development life cycle, as well as implement and maintain continuous integration/continuous deployment (automation) tools. The team will deliver to customer requirements and implement various software and application in collaboration with other teams in Enterprise Technology.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward based on merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

Responsible for the support, maintenance and development of all Infrastructure applications within the Administrative & Research Application portfolio within the Infrastructure Services division of University Services. The function of the Team Leader, Infrastructure/ CRM Applications is to provide application
support and development for the wide breadth of Infrastructure and CRM applications across production and non-production environments within the University of Melbourne.

The Team Leader will lead a team of support analysts/developers, responsible for the full lifecycle of the application, providing support, maintenance and development according to the implemented ITIL processes. The team lead is responsible for all workload demand that applies to the resolution of issues and execution of requests according to the agreed service levels. Responsibility for the maintenance and currency of the application resides with the Team Leader, Infrastructure/ CRM Applications.

Reporting line: Enterprise Applications Manager
No. of direct reports: 11
No. of indirect reports: 0
Direct budget accountability: Nil

Key Dimensions and Responsibilities:
Task level: Significant
Organisational knowledge: Significant
Judgement: Significant
Operational context: Based in Barry Street’s University Services building, and working across divisions and faculties

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Responsible for the operational support and maintenance of the University’s Infrastructure and Admin applications to meet service requirements and client expectations outlined in the documented service agreements and to ensure they are kept current according to the business need and commercial support obligations.
- Manage team workload according to the agreed ITIL best practice framework and implemented processes, allocating workload to appropriately skilled resources for resolution, tracking of incidents and ensure they are resolved, determination of production support priorities, stakeholder escalation for awareness, root causes analysis and implementation of preventative action plans.
• Infrastructure application lifecycle management and maintenance ensuring software currency and maintenance occurs as per the agreed release cycles.
• Management and assignment of all development requests within the Infrastructure Applications portfolio ensuring all development is to the agreed best practice standards.
• Manage, escalate and resolve support incidents according to service level expectations, using development, testing, and production support tools.
• Day to day responsibility for the execution of all assigned workload according to the service catalogue and service level agreements ensuring stakeholder expectations are met, including system performance, availability and stability, including vendor assigned workload.
• Assess the impact of change to supported services, contribute to the development of change implementation schedules and delivery plans as required by projects and/or development teams.
• Provide regular reporting on the team’s performance against the agreed service levels. Responsible for providing regular reporting on team performance against service levels, the effectiveness and team achievements.
• Project management of operational deliverables to ensure Infrastructure applications’ currency, supportability and continuity.
• Ensure proactive monitoring and continuous improvement of the Infrastructure applications performance and delivery to meet the high levels of client satisfaction KPI’s.
• Effectively motivate, coach and manage staff to achieve goals by providing clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed and high performance nurtured and rewarded.
• Oversee compliance and quality assurance of the Infrastructure Applications portfolio, in line with requirements under the University’s risk management framework.
• Implement automated and lean software development processes including quality assurance.
• Adhere to compliance and quality assurance, in line with requirements under the University’s risk management framework including OH&S

Selection Criteria:

Education/Qualifications

1. The appointee will have:
   a. Postgraduate qualifications in a relevant discipline or an equivalent combination of relevant experience and education/training
   b. Significant supervisory management experience in a complex organisation, preferably within the Higher Education Sector
   c. ITIL qualifications with service management experience in a complex operational environment
   d. Knowledge and experience in Agile Methodologies
Knowledge and skills:

2. Demonstrate the Business Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.

3. Strong verbal and communication skills; with proven ability to adapt to multiple stakeholders from varying contexts

4. Demonstrate experience in developing high performing teams and promoting continuous improvement and agile values to direct reports and/or peers.

5. Knowledge of a wide range of enterprise and local information systems and the integration of complex information systems (including contemporary and legacy technologies).

6. Must have experience in the use and optimisation of automation, configuration, and application performance and management tools such as Ansible and Rancher.

7. Open-minded and adaptable in responding to new challenges and opportunities. Including a love for continually learning and improving your skills and knowledge

8. Extensive experience and passion for building quality software and owning solutions end to end

9. Experience and understanding of agile software development, Project Management and Quality Assurance practices.