Melbourne Medical School
Faculty of Medicine, Dentistry and Health Sciences

Systems Team Lead

**POSITION NO** 0060680

**CLASSIFICATION** UoM 7

**SALARY** $102,338 - $110,780 (pro rata for part-time)

**SUPERANNUATION** Employer contribution of 17%

**WORKING HOURS** Full-time (1 FTE)

**BASIS OF EMPLOYMENT** Fixed term for 12 months

**OTHER BENEFITS** [https://about.unimelb.edu.au/careers/staff-benefits](https://about.unimelb.edu.au/careers/staff-benefits)

**HOW TO APPLY** Online applications are preferred. Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**
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Email Justine.robbins@unimelb.edu.au

*Please do not send your application to this contact*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

Position Summary

The Mobile Learning Unit (MLU) was established by the University of Melbourne to collaborate with world leading academic and research experts to create innovative online courses for health professionals. A uniquely positioned group that offers a flexible program of professional and continuing education, from face-to-face workshops, blended learning simulator courses, online CPD courses to graduate award courses.

Our group of professional staff provides eLearning design, online course development, project management, CPD accreditation, student support and marketing. MLU is looking for an experienced IT Manager to lead the IT function.

The Systems Team Lead is responsible for the day-to-day triaging, maintenance, configuration, support, and improvement of the systems infrastructure. As well as supporting new IT developments, CRM, currently Salesforce, project outcomes, and to ensure our current systems are kept operational. This position reports to the Operations/IT Manager in the first instance for all IT matters.

1. Key Responsibilities

- Provide expertise and knowledge that maintains essential IT operations including operating systems, security tools, applications, servers, software, and hardware.

- The development and implementation of proven and contemporary IT governance, management, and assurance best practice frameworks, methodologies, processes, across all MLU systems.

- Working with stakeholders to lead the planning, scheduling, and management of specific improvement initiatives. Makes recommendations on solutions, and key responsibilities within a larger business initiative.

- Manages all tier 3 business-critical IT tasks, student cases and systems administration including user account maintenance, reports and dashboards.
Research and evaluate emerging technologies, hardware, and software analyse development needs and provide recommendations for integration into current system.

Implement workflows across all MLU systems to ensure functionality and capability is maximised including but not limited to Service Cloud, Pardot, Heroku and Community.

Investigate and analyse issues, identify root causes, and provide technical support solutions to staff and students, including creation of help documentation, training and resolving technical requests.

Undertake the management of software licenses & subscriptions, and maintenance of software developer profiles & certificates.

Provide reporting to General Manager, Directors, and clients.

Oversee and ensure compliance to NIST security framework and security of data and access security and ensure the protection of data and security of MLU and partner systems.

2. Selection Criteria

2.1 ESSENTIAL

- Passionate about technology and the current and emerging trends, and has the communication/interpersonal skills to relate to both technical and non-technical stakeholders, building and maintaining relationships across the University.
- A graduate qualification in Computer Science or Software Engineering or relevant experience or an equivalent combination of relevant experience and/or education.
- Strong understanding of IT systems and their interfaces with a demonstrated experience in implementing workflows, custom views, custom apps, and objects.
- Demonstrated experience working on development projects, UAT testing, and documentation (including user training), automate business processes within the MLU portfolio.
- Demonstrated experience managing internal and external relationships to ensure alignment between technical/functional specifications and business objectives.
- Proven experience and ability to resolve technical student support issues for the support team and provide end-users information on new features and functionality.
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritise.
- High level written and oral communication skills with a demonstrated ability to document development project specifications and share ideas about future developments.

2.2 DESIRABLE

- Experience in web-authoring / content creation and delivery, in particular HTML.
- Demonstrated experience working with Heroku.
- Sales Cloud, Service Cloud certifications preferred.
- Demonstrated experience in Salesforce Lightning.
- Demonstrated experience in Amazon Web Services.
2.3 OTHER JOB RELATED INFORMATION

- May be required to work outside normal working hours from time-to-time to meet the inherent requirements of this position.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Following initial orientation from the Operations/IT Manager, self-directed time management and problem-solving abilities will be expected. This role requires analysing, researching and executing complex decisions, with competing priorities and applying their knowledge and experience to solve problems and make recommendations that have impacts across all systems and the MLU function.

A high degree of personal professionalism will be required and the ability to influence senior executives to understand the impact and risk associated with decisions are pivotal to the success of the role. Prioritising determining the best course of action, work methods, respond quickly and effectively to program changes and to work under pressure during busy periods of the year.

3.2 PROBLEM SOLVING AND JUDGEMENT

This role is required to understand the problem, identify the root cause, and make recommendations to address the issue and mitigate any future problems before they arise.

This role is required to provide expertise on the IT systems and solutions and to identify any potential risks that could impact the operations of the MLU function.

As the systems team lead this role provides recommendations to the directors on the future strategy of the IT function and delivers solutions that are fit for purpose and enhance the student experience.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The applicant will be expected to develop a working relationship with project partners, contractors and develop an understanding of the procedures, systems and policies of the University in so far as they impact projects in the group.

This role manages the relationship with our external IT contractors and makes recommendations on the methods, systems, and processes that the MLU function rely upon.

3.4 INNOVATION AND IMPROVEMENT

The applicant will be able to envisage potential solutions, ideas and be able to impart this vision both at a project level and at the broader IT strategy level to both General Manager, Directors, and external contractors.

This role will analyse our current systems and make recommendations on the future direction of the platform and project development.
3.5 BREADTH OF THE POSITION

The applicant is responsible for the maintenance and successful functioning of the MLU systems and the interface at both University and community level. The position has responsibility for complex tasks, identifying risks and the development of initiatives to support the course development projects.

The applicant will be expected to build strong professional networks with counterparts within the project teams and with relevant professional staff across the University. The capacity to work with a range of people at different levels within the University, and external to the University is vital.

4. 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 on the basis of 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.

5. Occupational Health and Safety (OHS)

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.

OHS responsibilities applicable to positions are published at:

https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.
6. **Other Information**

6.1 **MOBILE LEARNING UNIT**

6.2 [https://medicine.unimelb.edu.au/about/mobile-learning-unit#about](https://medicine.unimelb.edu.au/about/mobile-learning-unit#about)

The Mobile Learning Unit (MLU) was established by the University of Melbourne to collaborate with world leading academic and research experts to create innovative online courses for health professionals.

A uniquely positioned group that offers a flexible program of professional and continuing education, from face-to-face workshops, blended learning simulator courses, online CPD courses to graduate award courses. The latest research discoveries, innovative treatments, and updated learnings from academics are offered online as Continuing Professional Development to general practitioners, specialists, nurses, physicians, medical students and allied health professionals.

6.3 **DEPARTMENT OF SURGERY**


The Department is based across six precincts of the Melbourne Medical School, all at key hospital sites, as well as conducting academic activities in surgery at other hospitals. The Department of Surgery at Royal Melbourne Hospital forms the focus for academic activities in surgery for the University of Melbourne.

Members of the department are involved in research and in both undergraduate and postgraduate teaching in surgery across the Melbourne Medical School. These activities are undertaken both within the department, and more broadly on the hospital campuses. The objectives of the Department of Surgery are to provide clinical and research leadership from the interface of basic science and clinical medicine across the surgical disciplines within the environment of the Royal Melbourne Hospital, to teach undergraduate and postgraduate students, to perform high quality research, and to provide leadership in national medical and scientific bodies.

The Department has students enrolled in Bachelor of Science (Hons), Bachelor of Medicine/Bachelor of Surgery, Master of Science, Doctor of Medicine, Doctor of Philosophy and students undertaking the Advanced Medical Sciences component of the new medical curriculum leading to the degree of Bachelor of Medical Science.

The Department of Surgery offers a suite of graduate programs in Surgical Education and Surgical Science up to Master’s level, and also regularly hosts students for research training on exchange from other Australian and International Universities.

6.5 **THE MELBOURNE MEDICAL SCHOOL**


The Melbourne Medical School (MMS) was established in 1862 and has a substantial international reputation for its leadership in teaching and training, health research, policy, and practice. The MMS is committed to working with the communities we serve to improve health and advance health care. We will do this through our teaching, learning, research, clinical care, and advocacy.
The MMS is composed of nine clinical departments (Clinical Pathology, General Practice, Medical Education, Medicine and Radiology, Obstetrics and Gynaecology, Paediatrics, Psychiatry, Rural Health, and Surgery) which are embedded within clinical health services throughout metropolitan Melbourne and rural Victoria.

The MMS delivers a suite of health related graduate programs including the Doctor of Medicine (MD), the first professional entry Masters level medical program in Australia. The Melbourne MD delivers a fresh approach to medical training and creates a new benchmark in 21st century medical education.

The MMS is committed to improving the wellbeing of the community through the discovery and application of new knowledge. The research effort of the school is highly collaborative and spans basic to translational research and involves over 800 graduate researchers and 1000 academic staff.

The MMS also actively participates in the public debate and advocacy around key health issues and policy based on our values of commitment, integrity, compassion, respect, and service.

6.6 FACULTY OF MEDICINE DENTISTRY AND HEALTH SCIENCES

http://www.mdhs.unimelb.edu.au/

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne’s largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The faculty’s annual revenue is $630m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia’s first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty’s Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty’s RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

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

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers
6.8 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes: place, community, education, discovery and global.

6.9 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance