Engineer – Citrix Platforms

POSITION NUMBER 0062542

PROFESSIONAL CLASSIFICATION UOM 7

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

Justin Raymond
Tel +61 422 006 851
Email justin.raymond@unimelb.edu.au

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
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.

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 functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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.

1. Applications and Technology Management responsible for data centre and facilities, network and telephony, storage, servers, access, and security
2. Campus Services responsible for maintenance, infrastructure, sustainability, cleaning, security, transport, and utilities
3. Client Services responsible for the Service Centre, onsite support, service management, and relationship management
4. Research Computing Services responsible for research specific infrastructure
5. Space Management responsible for spatial analysis, spatial data management and leasing management
6. Melbourne Bioresources responsible for the provision and maintenance of facilities, handling, transport, and storage of animals.

**DIGITAL WORKPLACE SERVICES**

The function of Digital Workplace Services sits within the Client Services cluster of Business Services and has a clear work grouping orientation towards strategic growth and transformation.

The team is responsible for driving medium and long-term initiatives to expand technology capabilities that facilitate the best user experience for staff and students.

The team consists of 5 teams that each have a focus on service ownership and innovation driven by deep client engagement: Microsoft End User Computing, Citrix Platforms, Apple/Linux Endpoints, Audio Visual Technologies, and Collaboration Applications.

The team is responsible for the leadership and performance of digital workplace services as an integrated suite designed to enhance the digital dexterity of the University's staff and students.

**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.

**ABOUT THE ROLE**

**Position Purpose:**
The Citrix Engineer will play a pivotal role in the technical implementation and management of Citrix platforms to cater to the University's operational and academic requirements. This role involves ensuring the reliability, security, scalability, and manageability of Citrix solutions, aligning them with the University's needs.

**Reporting line:** Team Leader, Citrix Platforms, Digital Workplace Services

**No. of direct reports:** 0
**No. of indirect reports:** 0
**Direct budget accountability:** N/A

**Key Dimensions and Responsibilities:**

**Task level:** Moderate

**Organisational knowledge:** Significant

**Judgement:** Significant

**Operational context:** University-wide, all locations, and budget divisions.

**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/](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:

- Develop and execute Citrix platform strategies and roadmaps to meet the University's current and future needs.
- Evaluate and determine the best infrastructure options, balancing on-premise and cloud capabilities, considering factors such as cost, availability, scalability, and performance.
- Drive continuous improvement initiatives to enhance the efficiency, security, capacity, scalability, and availability of Citrix platforms, ensuring high client satisfaction.
- Facilitate the adoption of bring-your-own-device (BYOD) initiatives in student workspaces and labs by provisioning lab software and requirements through Citrix Cloud.
- Provide support for the Citrix component within the Secure Research Environment (SRE).
- Collaborate with the Microsoft End User Computing Team to ensure timely updates, packaging, and availability of applications required for Citrix platforms.
- Manage the software refresh process for labs before the start of each semester.
- Monitor the Citrix environment, proactively mitigate incidents, conduct root cause analysis, and optimize the end-user experience.
- Provide support, training, and coaching to Service Delivery Teams for effective management of Citrix platform escalations, incidents, and requests.
- Oversee the maintenance of core infrastructure supporting the team’s services.
- Develop the technical skills of team members, manage training plans, and foster the growth of staff’s platform competencies.
- Escalate operational and project risks and issues to vendors, technical partners, and executive management as needed.
- Ensure compliance and quality assurance in line with the University’s risk management framework, including OH&S, legislation, statutes, regulations, and policies.

Selection Criteria:

Education/Qualifications

- Post graduate qualifications in a relevant IT discipline and/or equivalent mix of education and relevant experience.
- Industry based certification and/or demonstrated working knowledge around Citrix platforms.
- ITIL qualification and/or previous experience using ITIL at a practical level.
- Strong breadth of experience in a technology services group within a large complex organization.
Knowledge and skills:

1. Extensive experience administering, implementing, and supporting Citrix Technologies:
   • Citrix Desktops-as-a-Service (DaaS): Securely deliver virtual apps and desktops to any device through Citrix-hosted management services.
   • Design and implementation of Citrix Virtual Apps and Desktop through Citrix Cloud utilising PVS and MCS technologies.
   • Management of Citrix infrastructure and technologies including Citrix Cloud.
   • Experience with securing or hardening Citrix environments.

2. Understanding of Microsoft Active Directory, Azure Active Directory, Azure Virtual Desktops or Amazon EC2, VMware vSphere, networking.

3. ITIL Service Lifecycle: High level of competency across service operations, service design and transition with a focus on change, incident, and problem management.


5. Stakeholder Management: Highly developed communication, interpersonal, negotiation and influencing skills to achieve desired outcomes.

6. Strategy, Planning, and Road Mapping: Ability to forward plan, and apply strategic thinking to innovate and bring to market new capabilities and technologies as required.

7. Mentoring: Ability to engage, coach and manage staff by providing clear performance expectations, regular feedback, and measurement of performance outcomes.

8. Vendor Management: Experience in negotiating and leading external vendors and outsourced services to deliver effective service management outcomes.

Other job-related information:
This management role will require occasional out of ordinary hours of work and travel, local and interstate.