The University of Melbourne 
(logo)

POSITION DESCRIPTION

Chief Operating Officer Portfolio

Business Services

Senior Engineer, Network Access

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| Position Number | 0059858 |
| professionaL CLASSIFICATION STANDARD/SALARY | **UoM 8 – 119,742 - $129,607** per annum |
| Superannuation | Employer contribution of 17% |
| Employment Type | Full Time (1 FTE)  Continuing |
| How to Apply | Go to [http://about.unimelb.edu.au/careers](http://hr.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 | Mick Powar Tel +61 03 9035 4644 Email: mick.powar@unimelb.edu.au  Please do not send your application to this contact |

For information about working for the University of Melbourne, visit our website: http://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, ‘Growing Esteem’, at <http://about.unimelb.edu.au/strategy-and-leadership>

**CHIEF OPERATING OFFICER PORTFOLIO**

The Chief Operating Officer (COO) Portfolio is responsible for the University’s budget and financial performance, and the management of its property and capital. It also delivers efficient and effective shared services in support of all aspects of the University’s business.

The COO Portfolio is comprised of eight 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
* Digital and Data
* Finance
* Legal and Risk
* Operational Performance Group
* Property
* Research, Innovation and Commercialisation
* Student and Scholarly Services

**BUSINESS SERVICES**

Business Services provides a full range of class leading information technology and facilities management services to all operating entities of the University, and fit for purpose and efficient Finance, HR and OHS services.

**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 University’s People Strategy 2015-2020 and policies that address 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 Growing Esteem.

**ABOUT THE ROLE**

**Position Purpose:**

To manage and administer the Network Access environments across the University to ensure the technical and operational stability, functionality and currency of the systems and infrastructure, in order to facilitate delivery of quality outcomes in the achievement of Business Unit and Divisional objectives.

The Senior Engineer provides design and implementation for various Network Access components, which are to be continually aligned to current best practice operations. The role has key service delivery responsibilities and is required to engage with a wide range of internal and external stakeholders.

The Network Access encompasses, but is not restricted to, the following areas: Access Layer switches, Distribution Routers, Building Site Routers, Node Routers, Cisco Identity Services Engine, Fusion Firewalls (Palo Alto) DNS, DHCP & IPAM (Infoblox), Fibre Plant, Statseeker & Scrutinizer.

Reporting line:

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

**Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University – wide – All campuses & subsidiaries

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:**

* Manage all aspects of Network Access Services, ensuring best practice, customer expectations and Service Level Agreements are met.
* Provide complex technical advice to team members, clients and other areas of the University. Provide technical expertise and assistance to project managers and teams throughout the project lifecycle, particularly during the design and build phases.
* Negotiate, collaborate, consult and work with suppliers, service providers, system integrators, business and technical teams to deliver high quality services and solutions.
* Design and produce proactive measures to reduce the occurrence of Major and high severity Incidents. Actively take part in the resolution of Major and high severity incidents.
* Play an active role in the transition of projects into operations, in particular ensuring operational readiness, such as adequacy of knowledge transfer and capability development, to support the Network Services being transitioned into operations.
* Lead Lifecycle Management, in particular maintain the currency & serviceability of the Network Infrastructure and Services through best practice.
* Provide and maintain up-to-date & fit-for-purpose documentation, standards, processes and procedures to ensure operational supportability of Network Services.
* Develop, implement and maintain adequate levels of monitoring and alerting to ensure proactive actions can be taken to address or avoid critical incidents.
* Develop and provide both business and non-business reports on a regular basis to benchmark the performance of Network Services against service requirements and expectations.
* Ensure continuous service improvement on all aspects of Network Services and demonstrate improvement outcome.
* Develop, implement and maintain Network Services strategies and technology roadmaps. Contribute towards the development of the overall IT strategies and plans.
* Identify opportunities to take advantage of commodity and cloud infrastructure services to replace existing in-house provided services and actively participate in planning and delivery in transitioning university divisions to those services.
* Ensure Availability, especially High Availability, of Network Services in meeting design requirements and service expectations. Produce and implement contingency plans, such as Disaster Recovery Plans, to cope with unexpected events.
* Analyse audit findings as well as reducing any risk exposure to the University to an acceptable level. Oversee compliance in line with requirements under the University’s risk management framework including OH&S, legislation, statutes, regulations and policies.
* Uphold standards and maintain quality and standards of delivery in the design & build phases, as well as transition phase into operations.
* Contribute to business planning and budget management, in particular provide accurate forecast of budget expenditure required to maintain the Network Services.
* Other duties as required.

**Selection Criteria:**

Education/Qualifications

The appointee will have: Tertiary qualifications in a relevant discipline and or equivalent mix of education and relevant experience

Knowledge and skills:

1. Experience in managing and maintaining large scale Routing & Switching infrastructure within a complex environment;
2. Experience in implementing and managing a large scale Software Defined Access (SDA) network environment;
3. Experience in implementing and managing Cisco Catalyst Centre and Cisco Identity Services Engine;
4. A qualification in ITIL and/or previous experience using ITIL at a practical level;
5. Industry certification, such as Cisco certification would be advantageous

**Other job related information:**

The Infrastructure Support Service group is tasked to provide network support for extended hours on a 7 day per week basis to meet business requirements.

The incumbent must be prepared to carry a mobile phone or pager and may be required to participate in an on-call roster, working outside normal working hours in accordance with ‘After hours IT Support procedure - MPF1288’.

The position may require working at various UoM campus locations and remote facilities which may require you to either drive or walk and therefore a valid drivers’ license is required.