POSITION DESCRIPTION

Position Title: Senior IT Manager (Operations)
Organisation Unit: Institute for Molecular Bioscience
Position Number: 3014240
Type of Employment: Full time, continuing
Classification: HEW Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,
sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://unquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The University of Queensland’s Institute for Molecular Bioscience (IMB) is a leading global life sciences research institute committed to improving quality of life through research. IMB was established in 2000 as UQ’s first research institute and is the cornerstone of one of the largest bioscience research precincts in Australia.

The Institute is home to more than 450 researchers, postgraduate students and support staff from more than 40 countries who work in partnership with their academic, industry and clinical colleagues around the world to advance knowledge in areas including pain, rare diseases, inflammation, superbug infection, cardiovascular disease, environmental research, drug discovery and development, cancer, diabetes and obesity, and reproductive health. Our mission is to drive the bioeconomy and create better health; our vision is to be a life sciences institute with global impact.

By investigating how we grow and develop at the genetic, molecular, cellular and organ levels, IMB researchers can better understand the development processes and pathways involved in human and animal health and disease. The institute also has the technical capacity to translate its new knowledge into drugs, diagnostics and technologies to more effectively prevent, detect and treat disease; and pursue opportunities in a range of biotechnology applications for health, industry and the environment.

IMB’s research outcomes are protected and commercialised by UQ-owned technology transfer group UniQuest.

Details of the research interests of the Institute may be accessed on the Institute’s website at: http://www.imb.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq
DUTY STATEMENT

Primary Purpose of Position

The Senior IT Manager (Operations) is responsible for managing the operational and front line information and communications technologies (ICT) needs of the Institute for Molecular Bioscience (IMB) as well as interacting with researchers in ensuring business needs are understood and analysed to sustain operations and build research computing and operational capabilities.

The successful incumbent will be responsible for not only ensuring research outcomes through diligent and consistent operational management but also for the ongoing effectiveness of hardware, software, data and infrastructure systems within IMB, providing high-quality services 24 hours a day, 365 days a year, with minimal system failures and downtime. The Senior IT Manager (Operations) may also be involved in the coordinated implementation of systems rendered via other means, such as the UQ Research Computing Centre, other UQ research institutes shared platforms, UQ’s Information Technology Services group or cloud based PaaS/SaaS platforms.

This position will liaise and network with internal and external stakeholders across the University of Queensland and external stakeholders, taking queues for initiatives and opportunities from the Senior ICT Manager (Research), where required, to ensure the overall performance of the ICT team in meeting its operational and research driven goals. The role will work with other IT managers in AIBN and QBI to derive shared benefit in infrastructure, platforms and team synergies. Further, the position will spend time liaising with and collaborating with the Information Technology Services division to obtain economies of scale in shared services provided by the University, where appropriate and beneficial to research-centric outcomes.

In consultation with the Senior ICT Manager (Research), will also oversee the development, implementation and commissioning of additional functionalities and services as required or driven by research and operational efforts.

The Senior IT Manager (Operations) will manage a team of operational professional ICT staff whose focus is related to the support of ICT for the primary outcome of research excellence, maintaining best practice service levels and support efficiencies.

Duties

Duties and responsibilities include, but are not limited to:

Corporate ICT Management

- Lead a team of staff responsible for the delivery of ICT services to the Institute, with responsibility for their development and performance.
- Ensure ICT architecture alignment with core business drivers.
- Seek out and identify with technical rigour the best fit for purpose technologies for the Institute’s requirements in consultation with the Senior ICT Manager (Research).
- Ensure that hardware, software and other systems (end-to-end) are appropriately procured, maintained and, where necessary, modified or enhanced to improve productivity.
- Support the development and delivery of strategic initiatives of the institute in collaboration with other operating units and university wide programs related to technology management, governance and research computing.
• Ensuring that procedures are established and maintained at all times to ensure effectiveness and consistency of service provision;
• Contribute to the core budget requirements and make recommendations to the Senior ICT Manager (Research) for expenditure and initiatives to take forward for governance and approval.

**Research ICT Management**

• The engineering, development and support of research computing in consultation with the Senior ICT Manager (Research).
• Support the development of strategy, leadership and vision in next generation computing paradigms to further research efforts in domain specific applications or opportunities.
• Successful delivery of hardware and software systems for high-performance computing, peta-scale storage and databases, bioinformatics analysis, simulation and network access, on time and within budget.
• Engage with researchers to identify opportunities to consolidate workflows or provide technical framework and/or technical recommendations for grant applications.
• Contribute to understanding financial requirements for research supporting capabilities and technologies, informing the Senior ICT Manager (Research) of upcoming requirements, use cases and impending research drivers.
• Consultation and liaison with the Senior ICT Manager (Research) for UQ RCC and other UQ wide initiatives relating to research computing infrastructure.

This role is responsible for the provision of external services in a 24/7 environment such that after hours or weekend works is occasionally required.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
• the *University's Code of Conduct*
• requirements of the Queensland occupational health and safety (OH&S) legislation and related *OH&S responsibilities and procedures* developed by the University or Institute/School
• the adoption sustainable practices in all work activities and compliance with associated legislation and related University *sustainability responsibilities and procedures*
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related *responsibilities and procedures* developed by the University

**Organisational Relationships**

The Senior IT Manager has a direct reporting line to the Senior ICT Manager (Research).

This position directly supervises up to ten (10) IT staff between the HEW 5 to 7 levels.
SELECTION CRITERIA

Essential

- Bachelor’s Degree or equivalent degree in ICT (vendor), engineering, computer science or a related discipline, and extensive management experience in a large technologically sophisticated organization; or a combination of relevant experience and/or education and/or training.
- Extensive and proven expertise in managing the implementation and operation of large complex projects in a relevant area of technology.
- Well-developed planning and organisational skills at both the operational and project levels, and demonstrated ability to meet deadlines without close or any supervision.
- Demonstrated highly effective problem-solving skills with an ability to use systems and abstract approach based thinking simultaneously.
- A high level of interpersonal skills including the ability to communicate (oral and written) and negotiate effectively with both academic and administrative staff and the wider community.
- Operational understanding of high-performance computing for scientific research, the management of very large research data and the technologies that encompass it.
- Demonstrated experience in managing teams of technical people and supporting the successful development of teams in performance and appraisal.
- Demonstrated experience in large-scale ICT procurement and the appropriate governance of ICT procurement and application.

Desirable

- Understanding of leveraging nationally/state-funded, research-based initiatives and programs (i.e. RDS/NCI/QCIF/etc.).
- Domain expert knowledge and/or skills in data centre and/or electrical/HVAC/Fire Safety systems.
- Cloud computing knowledge and experience.
- Experience in working with researchers to technically scope and develop architecture relevant to research projects, including national computational allocation and collaborative data workflows.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.