APPOINTMENT OF
DEPUTY DIRECTOR,
IT APPLICATIONS
DELIVERY & SUPPORT

INFORMATION FOR CANDIDATES
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.

The University of Queensland is a world class institution which ranks in the world’s top universities, as measured by several key independent rankings, including the Performance Ranking of Scientific Papers for World Universities (41), the US News Best Global Universities Rankings (45), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ secured a greater share of Australian Research Council grants in 2016 than any other university nationally.

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 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 university 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 14,000 postgraduate scholars and more than 13,000 international students from 141 countries, adding to its proud 250,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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 six 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, agriculture, 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 $13billion+ (see uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus moving forward.
GOVERNANCE

The University is governed by a 22-member Senate representing University and community interests. Senate is led by a Chancellor and Deputy Chancellor. The Senate has delegated to the Vice-Chancellor many of its powers under the University of Queensland Act 1998 to appoint staff, manage and control University affairs and property, and manage and control finances.

UQ’s Strategic Plan 2018–2021

The University of Queensland positively influences society by engaging in the pursuit of excellence through 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.

Transforming students into game-changing graduates through excellent teaching, support, and exposure to world-leading research is a focus of the new UQ’s Strategic Plan 2018–2021. The world is changing at a breakneck pace, and it is vital that we prepare our students to not only adapt to this change, but also to make a positive impact on society and collectively build a beneficial global legacy. Evidence-based knowledge, the ability to work collaboratively to solve complex problems, and a passion for innovation will be essential attributes for our students, regardless of the exact future shape of society.

UQ’s Strategic Plan 2018–2021 focuses on graduate employability, collaboration and diversity and inclusivity.

The University’s Strategic Plan 2018–2021 is available to view on the following websites:

uq.edu.au/about/planning


OUR VALUES

Pursuit of excellence

We strive for excellence, seeking to apply the highest standards to benefit our communities.

Creativity and independent thinking

We welcome new ideas from our staff and students as well as from our alumni and our external partners. We support intellectual freedom, courage and creativity. We encourage the pursuit of innovation and opportunities.

Honesty and accountability

We act with integrity and professionalism and uphold the highest ethical standards. We are committed to transparency and accountability. Our decisions ensure responsible stewardship of the University’s resources, reputation and values. We lead by example in all areas including our approaches to sustainability.

Mutual respect and diversity

We promote diversity in the University community – through our people, ideas and cultures. We create a vibrant, inclusive environment in which ideas flourish and future generations, regardless of background, are empowered. We respect our colleagues and work together for shared success.

Supporting our people

UQ ensures the safety and wellbeing of our people. We create an inclusive and supportive university community in which achievements are celebrated and rewarded. Our people have the opportunity to enrich their lives and pursue their goal.
In 1958, a committee was established under Sydney A. Prentice to study the possibility of installing an automatic digital computer within the University. Computers have played an integral role in the University’s success ever since. Today, Information Technology Services (ITS) provides a wide range of IT services to 60,000 users and supports the administrative, teaching, learning and research needs of the University.

ITS manages core networks and IT infrastructure for the whole university. Internet access to the National Research and Education Network (NREN), which connects most universities and CSIRO in Queensland is managed by ITS on behalf of the Queensland Regional Network Organisation (QRNO), and many of UQ’s largest servers are also operated by ITS.

Within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. Its clients include universities in Australia and New Zealand, many banks, ISPs and government departments at federal, state and local levels.

In addition to providing direct services, ITS has a large number of service level agreements covering desktop system support, server administration, network support and audio-visual services delivery for all centrally-controlled lecture theatres. ITS also administers the University’s extensive telephone network, which includes over 11,500 fixed lines and cordless, wireless and fax connections.
ROLE OF THE DEPUTY DIRECTOR, IT APPLICATIONS DELIVERY & SUPPORT

This position provides the strategic direction for the IT Applications Delivery and Support group, including leading the team, improving the service and facilitating change in a complex operating environment. A key role is collaborating with key teaching, learning and engagement executives and acting as the primary liaison point between IT operations and key University stakeholders.

The Deputy Director is a senior member of the ITS team and as such, may be called upon to deputise for the Chief Information Officer and represent ITS at internal or external meetings, projects, and functions. The Deputy Director’s scope allows for committing ITS, as a whole, to any aspect any aspect of IT support for the staff services at The University.

The Deputy Director is responsible for the performance of the ITS Applications and Delivery function and ensuring that strategic and optional objectives are achieved.

DUTIES

Duties and responsibilities include, but are not limited to:

- Developing, implementing and maintaining high quality IT enterprise systems and applications services which are aligned to the strategic objectives of the University.
- Develop business proposals and oversee capital development programs that deliver new or upgraded IT capabilities commensurate with the responsibilities of the position.
- Establishing and maintaining a culture of service provision, innovation and process improvement.
- Managing group performance, including oversight of recruitment, selection, staff deployment, staff development, performance management and effective management of change initiatives.
- Delivering metrics to support the management of services provided by the teams within the group.
- Contributing to the strategic direction of the group, including identifying opportunities to improve service delivery and incorporate technologies that with situate UQ as an innovative leader in the information technology field.

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; and
- 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.
SELECTION CRITERIA

- Qualifications and training equivalent to a postgraduate degree in IT or related field (or significant progress towards such qualifications), and extensive relevant experience; and/or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in managing change and delivering service improvement in the ITS industry.
- Experience in the management of complex projects and budgets.
- Experience in managing, leading and motivating a team of staff in a changing environment.
- The ability to liaise with a broad range of individuals from varying backgrounds, including IT specialists, researchers, academic staff, information Managers and staff at all levels of an organisation.
- A flexible approach to work, including initiative and innovation.

SELECTION COMMITTEE

The selection committee for this appointment will be chaired by the Chief Information Officer, Rob Moffatt.

CONDITIONS OF EMPLOYMENT

Tenure
The initial appointment will be for a term of five years. A further appointment may be offered following a review at least one year before the end of the initial term.

Salary and benefits
An attractive remuneration package will be negotiated with the successful candidate. Remuneration will be subject to periodic review.

The Deputy Director, IT Applications Development and Support is entitled to four weeks annual leave, 10 days personal leave plus an additional 35 non-cumulative days and an additional 5 days carer’s leave. Other terms and conditions of employment will be negotiated with the Chief Information Officer.

Relocation
The University will meet all reasonable removal and establishment expenses. In the case of an interstate or international appointee, an accommodation allowance may be available for a limited period. Details will be negotiated as part of the contract of employment.