POSITION DESCRIPTION

Position Title: Operational Support Manager
Organisation Unit: Information Technology Services
Position Number: 3026950
Type of Employment: Fixed term to December 2018, full-time
Classification: Hew Level 8

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://uniqest.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 Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.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 position will work closely with the Manager, Enterprise Support Systems to ensure the new operating model for the team is in place and being utilised effectively, with all new processes and tools being used correctly. It will also review the activities of the HR Information Systems team to ensure alignment with the ERP model, and will review and implement the most effective ways to deliver service desk support and training for all ERP platforms (CRM, OLA, SI-Net, Aurion).

Duties

Duties and responsibilities include, but are not limited to:

- Assist the Manager, Enterprise Support Systems to implement the new operating model for Enterprise Applications Support. This includes, but is not limited to,
  - applying a structured change management approach and methodology and leading change management activities with the business.
  - working with stakeholders within and outside the team to ensure the new model meets the requirements of the business, making appropriate adaptations where required
  - communicating effectively with all relevant stakeholders
  - supporting the Manager, ERP with analysis, design and implementation tasks relating to aligning all teams across the group with the new operating model
Identifying areas of anticipated resistance and implementing appropriate management activities
- defining appropriate success metrics and measuring and monitoring progress against these, including tracking and reporting issues
- updating business process documentation.

- Review the delivery of service desk support activities and training across all ERP platforms and work closely with stakeholders across the business to develop effective delivery methodologies and structures.
- Assist the Manager in matters of budget preparation, KPI development, improvement of team practices and processes, preparation of service level agreements and coordinating SLA activities, management of the unit, and strategic and long term planning.
- Work with the ITS Reporting Analyst to develop appropriate metrics and reports to allow reporting on the performance of the Enterprise Applications Support team to key stakeholder groups as required.
- Manage and coordinate projects and activities relating to the implementation of the new operating model, ensuring initiatives progress according to schedule.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training

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

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

Organisational Relationships

The position reports to the Senior Manager, Enterprise Applications Support, and will be required to direct other professional or technical staff on work relating to specific tasks or projects.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to postgraduate qualifications in organisational change, service delivery management, project management, business, IT or a related field, or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Experience and demonstrated ability in successfully managing the delivery of change within an IT environment, including a solid understanding of related people and process issues.
- Significant experience in service delivery management and operations.
- Well-developed interpersonal skills (including written and verbal communication) and the ability to liaise and collaborate with colleagues, clients and external agencies at all levels to achieve quality outcomes.
- Analytical skills sufficient to assess problems and propose appropriate solutions.
- Demonstrated commitment to delivery of outcomes, and a positive and enthusiastic approach to achieving goals through effective team and individual work.
- A well-developed understanding of project management principles and techniques.
- Knowledge of the use of a wide range of computer applications in a network environment (particularly Microsoft Office) in a large to medium sized organisation or the demonstrated ability to rapidly acquire such knowledge.
- Demonstrated ability to be understanding and display resilience.
- Must be a proactive self-starter with the demonstrated ability to work constructively, and in an organised and methodical way, to deliver effective solutions that meet organisational objectives with limited guidance in a team environment.

The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au