POSITION DESCRIPTION

Position Title: Team Leader, Networks
Organisation Unit: Information Technology Services
Position Number: 3006154
Type of Employment: Continuing, 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 in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) 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 –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://uniques.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 focusing on timely outcomes, delivering value, continuously improving and supporting each other. 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 provides high-level specialist network design, development and support for the university communications network and directs technical staff in the provision of network infrastructure and in the development of complex network systems.

Duties

Duties and responsibilities include, but are not limited to:

- Undertake design, development, implementation and maintenance of network systems for campus wide application, including providing solutions to complex infrastructure problems.
- Contribute to developing and maintaining standards relating to the UQ network.
- Proactively research, evaluate and report on technological advances, new equipment, systems, processes and standards relevant to the changing business needs of the University.
- Oversee the day to day activities of the team and provide senior technical advice, support and mentoring to ensure day to day operational objectives are met.
- Consult on the technical aspects of communications technology to ITS clients.
- Consult and liaise with external agencies involved in implementing communication networks in construction projects.
- Consult to clients and represent ITS on matters not directly related to technical issues,
such as staff selection and other University committees.

- Understand and implement university policy in such areas as occupational health and safety and equity
- 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 Manager, Networks and Data Centres and supervises staff at HEW levels 5 to 7.

**SELECTION CRITERIA**

**Essential**

- Qualifications and training equivalent to an undergraduate degree in IT, Electronic Engineering or related field and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Well-developed interpersonal and communication skills, including the demonstrated ability to effectively mentor and provide operational direction to other team members and to communicate and work effectively with a diverse range of people to achieve outcomes.
- Significant experience in consulting, advising on, and coordinating IT projects across a range of stakeholders at varying levels of seniority
- A minimum of five years’ experience in the analysis, design development and management of large scale complex communications networks, ideally in an enterprise environment.
- Skills and knowledge in following areas:
  - Network routing and switching
Network security
IP Telephony
Internet links and BGP
Disaster recovery planning
Wireless LAN technologies
Optical switching technologies

- Excellent interpersonal and communication skills, including the demonstrated ability to work effectively with a diverse range of people to achieve outcomes
- Demonstrated ability to innovate and adopt new processes and technologies to deliver excellent service and quality outcomes.
- Must be self-motivated and able 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

Desirable

- Computer programming and/or scripting
- Vendor certifications (CCNP, JNCIP)

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