POSITION DESCRIPTION

Position Title: Business Development Manager
Organisation Unit: Information Technology Services
Position Number: 3028910
Type of Employment: Full-time, fixed term for 12 months
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. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

**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 comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. 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 Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website [www.its.uq.edu.au](http://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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

Information Technology Services currently provides services to the education sector through [UQSchoolsNet](http://www.uq.edu.au/current-staff/working-at-uq), an ISP whose services, network and products are specifically designed to support the education sector. In addition, Information Technology Services also provides complementary services (eg information security and certificate services) that are beneficial for UQSchoolsNet customers.

This position is responsible for maintaining existing and growing new business for UQSchoolsNet, managing customer relationships and overseeing the effective running of the various services. It also has responsibility for delivering commercially sound business development decisions for the services and develop new service initiatives. An annual performance bonus may be payable dependent on the profitability of the business.

Through these responsibilities, the appointee is expected to make a substantial contribution to the promotion and profiling of UQSchoolsNet and associated services among industry within Queensland, nationally and internationally.

**Duties**

Duties and responsibilities include, but are not limited to:

**Business Development**

- In conjunction with ITS Senior Management, review the services offered and provide commercially sustainable advice on future directions.
- Actively contact industry professionals and Customers to promote the services offered.
- Develop and deliver presentations to current and prospective Customer.
• Write proposals and tenders.
• Engage as a key point of contact for industry for information about the services.
• Develop and maintain strategic connections and networks with senior industry personnel.
• Manage and attend events and functions for prospective clients.
• Advise technical teams on customer needs during reviews of the services.

Program & Customer Management
• Actively manage the relationship with clients for agreed services.
• Manage service logistics and administration in collaboration with the responsible technical teams.
• Regularly update the ITS Senior Management team, and relevant technical teams on issues relating to assigned services and clients.

General
• Actively promote and profile the services of UQSchoolsNet and associated services within industry circles.
• Actively work to enhance collaboration among the technical teams supporting the services.
• Foster relations with industry, government departments, professional bodies and the wider educational community.
• Write and maintain Customer agreements as well as regular communication via emails, notices and newsletters.
• 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 Associate Director, Academic Services, and will be required to direct other professional or technical staff on work relating to specific tasks or projects.
**SELECTION CRITERIA**

**Essential**

- Postgraduate qualifications or progress towards postgraduate qualifications in commerce, business, IT or related field; or an equivalent combination of relevant experience and/or education/training.
- Substantial experience (5 years +) in a business development or Customer management role.
- Experience writing proposals or developing solutions for clients.
- Advanced knowledge of customer relationship sales and marketing concepts that impact on business development.
- Highly developed management and influencing skills including demonstrated capacity to lead projects.
- High-level interpersonal skills, including effective liaison and negotiation skills needed to develop and establish cooperative working relationships with clients and the wider University community.
- Ability to handle pressure and manage positive outcomes for the Customer base.
- High level of computer proficiency and practical understanding of administrative computer applications.
- Ability to exercise judgment and operate independently under broad direction.
- Strong orientation towards relationship management and team collaboration.
- Ability to accept, embrace and lead change.

**Desirable**

- Experience working in the tertiary sector or the telecommunications or IT security industry.

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The University of Queensland is committed to equity, diversity and inclusion.