POSITION DESCRIPTION

Position Title: Senior Manager, Infrastructure and Identity

Organisation Unit: Information Technology Services

Position Number: 3036320

Type of Employment: Fixed term for five years, full-time

Classification: Hew Level 10A

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://uniquest.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 lead the team responsible for infrastructure and identity services provision to the University.

Duties

Duties and responsibilities include, but are not limited to:

- Establish, maintain and support an "as-a-service" culture for the team, with a focus on 'cloud-first' and reasoning driven by business decisions.
- Provide overall management of the group, and direct line management to those positions reporting to this role, including oversight of recruitment, selection, staff deployment, staff development, performance management and effective management of change initiatives.
- Develop and implement metrics to support the management of services provided by the teams within the group and undertake continue reassessment and evaluation of services and systems to ensure that appropriate standards of quality, timeliness and effectiveness are met.
- Manage the development of plans, policies and procedures to achieve agreed objectives. Consult with relevant University stakeholders on strategic and tactical business objectives and provide proactive and timely advice on collaboration, communication, and opportunities. Prepare necessary planning documents, proposals and reports for relevant University Committees and Advisory Groups.

- Liaise and negotiate with vendors to ensure UQ is receiving the best commercial rates for purchasing of equipment and software and to foster the development of strategic relationship with key vendors.
- Act as category manager for infrastructure, undertaking vendor management, procurement category analysis and planning, and leading negotiations for purchases via Invitation for Offer activities and Preferred Supplier Agreements
- Investigate new technologies, standards, and performance metrics of relevance to the University's infrastructure services; identify opportunities to use new technology in a cost-effective manner to solve problems and enhance services. Disseminate this knowledge to clients, staff of the Section, within the University and with peers from other leading Australian universities for collaboration and benchmarking purposes/opportunities.
- 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

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 Deputy Director, IT Infrastructure and Operations, and directly supervises staff between HEW levels 5 and 9.

SELECTION CRITERIA

Essential
- Qualifications and training equivalent to a postgraduate degree in IT or related field or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Proven expertise in the development of corporate information technology strategies and business plans in a university environment.

- Proven experience in the management and leadership of teams of information technology personnel including all aspects of budgeting and financial control, change management, and staff performance and development.
- Proven ability to manage and deliver large scale projects and significant procurement activities, including working with vendors.
- Strong interpersonal and communication skills, including the ability to negotiate and influence beyond direct reporting lines.
- Strong analytical skills, including the ability to distil complex information to fundamental concepts, and to work collaboratively to resolve issues and achieve results.
- Knowledge of a broad range of information technology strategic and business requirements.
- Proven ability to innovate within resource and funding constraints to deliver solutions that work.
- Well developed sense of political awareness and diplomatic communication skills.
- Knowledge and understanding of equity and diversity principles.

Desirable

- Experience in the higher education sector.

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