POSİTİON DESCRIPTION

Position Title: Voice Network Specialist
Organisation Unit: Information Technology Services
Position Number: 3036371
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://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 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 Voice Network Specialist is responsible for developing and maintaining appropriate voice standards and design guidelines, and for ensuring the support of the voice network is carried out to UQ standards across all 47 campuses/sites. This role supports the delivery of a University wide Operational Plan, working closely with all organisational units at the University. It is also responsible for managing contracts associated with voice services at the University.

Duties

Duties and responsibilities include, but are not limited to:

- Develop and maintain appropriate voice related standards and design guidelines for the University of Queensland.
- Work closely with UQ organisational units and ITS staff, ensuring support for the voice network is carried out to UQ standards across all campuses/sites.
- Initiate, investigate and implement appropriate technological advances, new equipment, systems, processes and standards relevant to the changing business requirements of the University.
- Consult on the technical aspects of voice network technology, acting as the ITS Service Owner/Technical advisor for nominated services.
- Manage voice related service contracts and ensure service obligations are met.
• Undertake project management of significant information technology projects.
• 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 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 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.
• Significant experience in voice related technical solution design in a complex
environment.
• Significant experience in negotiating contracts, and in working with vendors to ensure
contract requirements are met.
• Significant experience in consulting, advising on, and coordinating IT projects across
  a range of stakeholders at varying levels of seniority.
• Strong technical knowledge and skills across a wide variety of voice and data related
technologies, including:
  o PSTN
  o PABX
  o VoIP/SIP
  o Cabling
  o CLIP (Calling Line Identity Presentation)
• Excellent communication skills, including the demonstrated ability to write clear and precise user and technical specifications.
• Strong interpersonal skills, including the demonstrated ability to communicate and work effectively with a diverse range of people (including project managers, architects and builders) to achieve outcomes.
• Demonstrated ability to innovate and adopt new processes and technologies to deliver excellent service and quality outcomes.
• Ability to prioritise own workload, work independently and meet deadlines.

**Highly Desirable**

• Certification in Project Management (Prince2, Agile, etc).
• Experience with NEC voice networks.

**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