POSITION DESCRIPTION

Position Title: Solutions Development Project Manager
Organisation Unit: Information Technology Services
Type of Employment: Fixed-term, 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 $11 billion+ (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 Solutions Development Project Manager uses analytical and project management expertise in the delivery of services that enable the data assets of the University to support the organisation’s achievement of its goals. The occupant of the position will primarily have responsibilities associated with business analysis and project management for a number of important University systems initiatives.

Duties

Duties and responsibilities include, but are not limited to:

- Engage with key business and technical groups, and possibly external parties, to analyse, understand and document their business, functional and data requirements in order to deliver strategic information systems projects for the University;
- Manage the delivery of complex new systems through the project life cycle including, design, development, implementation and closure.
- Manage and deliver the design and implementation of changes to operational application solutions.
- Manage projects as determined by the Manager, Application Development and Support.
- Mentor other team members as determined by the Manager, Application Development and Support.
- Support the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance.
• Organise and lead project status and working meetings; prepare and distribute progress reports; manage risks and issues; correct deviations from plans; and perform delivery planning for assigned projects.

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 Application Development and Support, and will be required to direct other professional or technical staff on work relating to specific tasks or projects.

SELECTION CRITERIA

Essential
• Postgraduate qualifications in IT, project management or related field, or significant progress towards such qualifications, and extensive relevant experience; or equivalent combination of relevant education, training and experience.
• Significant experience in coordinating technical change management processes.
• Significant experience in business requirements analysis and technical solution design.
• Significant experience in defining, managing and leading complex IT projects in an agile project management environment, including, but not limited to:
  o leading project status and working meetings
  o providing appropriate project reporting
  o managing risks and issues
  o correcting deviations from plans
  o performing delivery planning for assigned projects
  o championing ongoing process improvement initiatives to implement best practices for Agile Project Management.
• Significant experience in team development including holding teams accountable for their commitments, removing roadblocks to their work, leveraging organisational resources to improve capacity for project work, and mentoring and developing team members.
Experience supporting the Product Owner in managing customer expectations for project deliverables, managing stakeholder communications, and helping to implement an effective system of project governance.

- Advanced analytical and problem solving skills.
- Excellent interpersonal and communication skills, including the demonstrated ability to communicate and work effectively with a diverse range of people and to write clear and precise user and technical specifications.
- Willingness and ability to take responsibility, work well under pressure and to manage conflicting demands.
- Willingness and ability to innovate and adopt new processes and technologies to deliver excellent service and quality outcomes.

Desirable

- Experience working in a higher education setting.
- Experience with a BPM platform or equivalent
- Experience using the Atlassian products Confluence and JIRA

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