POSITION DESCRIPTION

Position Title: Licensing Specialist / Project Manager
Organisation Unit: Information Technology Services
Position Number:
Type of Employment: Fixed Term (6 months with possible extension), Part Time (0.5 FTE)
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 (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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 this will be a strategic focus 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

The Software Asset Management Project will be undertaken to enhance effective IT asset management at UQ, reduce compliance risk and facilitate the realisation of software consolidation benefits.

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 role of Licensing Specialist / Project Manager is to lead the Software Asset Management project and to successfully implement improved software asset management governance and processes across UQ. This role will be responsible for managing a small team of project staff.

Duties

Duties and responsibilities include, but are not limited to:

Project Management

- Effectively plan project activities within the given time and resource constraints.
- Effectively manage time and project resources to deliver on project outcomes.
- Complete appropriate project documentation.
- Report to the project steering committee in a timely manner.
- Manage a small team of project staff.

**IT Asset Management Governance**

- Develop a new fit for purpose procedure for software asset management.
- Revise the software asset management procedure (6.20.02 UQ Software) and integrate with current IT Asset Management Committee (ITAM) operational policies.
- Revise ITAM terms of reference, membership and roles and responsibilities, in collaboration with the ITAM chair.

**Process Improvement and Automation**

- Conduct an assessment of the current state of IT asset management at UQ.
- Work with a FlexNet expert, UQ’s nominated preferred software reseller and other ITS teams to investigate appropriate integration and automation.
- Investigate and report on external supplier capacity to provide software asset management as a service to UQ.

**Stakeholder Engagement**

- Plan and execute an effective stakeholder engagement approach encompassing all IT asset management stakeholders across UQ.
- Oversee the development of software compliance guidelines and FlexNet training material.
- Deliver workshops, briefings and training in relation to software asset management, to IT teams across UQ as necessary.
- Work with stakeholders to embed new processes and responsibilities.
- Attend ITAM committee meetings to raise and follow up on issues of process change and software asset management non-compliance.

**IT Asset Management Administration**

- Develop a strategy for improving IT asset management data and manage the processing of this data in accordance with the strategy.
- Conduct ongoing reviews of FlexNet to address non-compliance, ensure continuous improvement and enable reporting.

**Software Consolidation**

- Identify opportunities for software consolidation and manage implementation of identified software consolidation activities.
- Develop a workflow that allows available licences to be utilised (re-harvested), rather than additional licences purchased.
- Any other duties as reasonably directed by your supervisor.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- 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 of 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

Organisational Relationships
The position reports to the Category Manager (ICT), IT Governance and may be required to direct other professional or technical staff on work relating to the Software Compliance Management project.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to an undergraduate degree in IT, business or related field and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Expert knowledge and demonstrated high level of experience in software asset management.
- In depth knowledge of the use of software asset management tools to manage compliance risk, reduce software spend and deliver benefits.
- High level interpersonal and communication skills, with the ability to effectively work with and influence stakeholders at all levels.
- High level written communications skills, including ability to produce high quality project documents, training materials and stakeholder engagement communications.
- Extensive experience in consulting with and influencing stakeholders to deliver outcomes within a large environment, preferably at a University.
- Extensive experience implementing improvement initiatives in a complex IT environment.
- Extensive experience in managing technical staff.
- Experience in managing projects, preparing project documentation and successfully delivering outcomes in an IT project context.
- Knowledge of Flexera FlexNet Manager.
- Broad knowledge of information technology and experience working in a large IT department.
- Analytical skills sufficient to assess problems and propose appropriate solutions.
- Demonstrated commitment to delivery of outcomes, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.

Desirable

- Experience in working in the higher education sector.
- Experience in both hardware and software asset management using Flexera FlexNet Manager.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a part-time (0.5 FTE) position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.