POSITION DESCRIPTION

Position Title: ICT Systems Specialist
Organisation Unit: Information Technology Services
Position Number: 3020096
Type of Employment: Continuing, full-time
Classification: Hew Level 7

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. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 ICT Systems Specialist will be a technical resource in the team providing research computing support for the organisational units supported by ITS. It will be responsible for day-to-day maintenance, to ensure technical and business solutions related to research computing services and applications are implemented and maintained.

Duties

Duties and responsibilities include, but are not limited to:

- Provide technical support for research computing services for organisational units supported by ITS, engaging with diverse business and technical groups across the University to support solutions in place.
- Participate in information technology projects related to research computing services and applications.
- Provide assistance to customers on the documentation and use of resources related to research computing services and applications, and ensure the timely resolution of customer issues.
- Collaborate in implementing technologies to enhance research computing services and applications for supported clients.
- Manage individual and joint team workloads to meet day to day operational key performance indicators and project objectives.
• Maintain a culture of service improvement and provide mentoring and technical support in the team when appropriate.
• Understand and implement university policy in such areas as occupational health and safety and equity.
• 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, Research Infrastructure Services.

SELECTION CRITERIA

Essential
• Qualifications and training equivalent to an undergraduate 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.
• Well-developed skills in the implementation and maintenance of a multi-platform client-server environment (Unix/Linux, Windows, Apple).
• Demonstrated high-level problem solving and fault analysis skills.
• Ability to manage projects, priorities and timeframes to achieve timely and complete outcomes of the objectives identified by the Research Infrastructure Manager.
• Experience in effectively installing, managing and troubleshooting Unix/Linux server operating systems.
• Demonstrated experience with new systems integration, implementation, user training and support infrastructure.
• Strong technical knowledge and skills across a wide variety of research computing related technologies.
• Excellent interpersonal and communication skills, including the demonstrated ability to write clear and precise user and technical specifications, and to work effectively with a diverse range of people to achieve outcomes.
• Ability to prioritise own workload, work independently and meet deadlines.
• Organised and methodical approach to tasks with the ability to handle multiple competing priorities.

Desirable

• Specific experience in one or more of the followings areas, SGI DMF tiered storage systems, large compute clusters, SAN or scale-out files systems such as GPFS and Lustre.
• Windows Server systems administration experience.

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