POSITION DESCRIPTION

Position Title: ELIPSE/ITS Technical Coordinator
Organisation Unit: Information Technology Services
Position Number:
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 $11billion+ (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 ELIPSE/ITS Technical Coordinator will be responsible for the day to day liaison and coordination of technical services and advice from ITS to eLISPE to support eLIPSE projects that are likely/identified to have broader employability within the UQ enterprise applications architecture.

S/he will provide leadership in the development of software, testing practices and tools, and other technologies to enhance the scalability of those tools identified as having broader enterprise applicability. The coordinator will be required to work closely with eLIPSE academic and professional staff and liaise widely across ITS to be the broker of services and advice to enable eLIPSE activities.

Duties

Duties and responsibilities include, but are not limited to:

- In collaboration with key stakeholders, undertake analysis, assess feasibility and recommend new technology and approaches to meet eLPISE user requirements within the UQ enterprise architecture; assisting in translating user requirements into system specifications in accordance with agreed standards.
- Assist eLIPSE technical staff in the preparation of high level technical design documentation, liaising with other technical specialists to produce comprehensive applications/data designs across platforms.

- Provide advice and facilitate access to tools and applications as appropriate to facilitate access to similar frameworks and practices undertaken in ITS.

- In collaboration with stakeholders assist solution team to design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements, all with the aim of improving efficiency and productivity.

- Ensure the timely resolution of customer issues.

- Facilitate procurement processes from initiation to completion when engagement with external vendors is required for design, test, delivery or support activities.

- Assist with the development and documentation of best practice guidelines for the development of ITS systems in a UQ organisational context.

- Work collaboratively with the Solution Architects, University Stakeholders and Project Managers to ensure successful and timely delivery.

- 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](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations)

- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations) 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](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations)

- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations) 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](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, ITS and may be required to direct other professional or technical staff on work relating to specific tasks or projects. This position will work closely on a day to day basis with eLIPSE and ITS staff and may work for periods of time in both locations.
SELECTION CRITERIA

**Essential**

- Bachelor Degree with significant computing component (or equivalent) plus postgraduate qualifications or significant progress towards postgraduate qualifications with significant IT or business content; OR an equivalent combination of experience, education and training.

- Demonstrated ability to effectively manage people, projects, and tasks in the delivery of quality IT services to meet diverse client requirements in a timely and cost-effective manner.

- Experience in providing technical leadership preferably within a higher education context, however, organisation of similar size and complexity will also be considered.

- Experience in LMS implementations and/or support, Blackboard LMS preferred.

- Experience in web development using a range of technologies including: HTML5, PHP, JavaScript, AJAX, CSS, MVC frameworks, Amazon Web Services (AWS), specifically S3, Cloudfront, Elastic Beanstalk, RDS and EC2.

- Well-developed interpersonal skills (including written and verbal communication) and the ability to liaise with a range of university stakeholders and external agencies at all levels.

- Ability to integrate a range of services or support for clients.

- Organised and methodical approach to tasks.

- Strong leadership and mentoring skills.

- Must be self-motivated and able to work constructively to objectives with limited guidance in a team environment.

- Demonstrated ability to evaluate and provide recommendations on relevant emerging technologies, research, methodologies and best practices and develop and deliver services that utilise best practice and appropriate technology to meet the University’s business requirements.

- Significant experience in business analysis and requirements gathering, with the demonstrated ability to collaborate with stakeholders and peers to gather requirements, conduct analysis, produce solution designs and prioritise delivery.

- Exceptional analytical and problem solving skills including the ability to conceptualise, establish and implement new initiatives and innovative solutions within a specified framework.

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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