POSITION DESCRIPTION

Position Title: Infrastructure Engineer
Organisation Unit: Information Technology Services
Position Number: NEW
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 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, biomedicine 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 Infrastructure Engineer will focus on service automation, supporting virtualisation, cloud, converged infrastructure, automated provisioning and networks to deliver services to the business that transition infrastructure environments from on-premise to the cloud. It will also have a focus on automation activities, and will work with both Microsoft and Unix operating systems.

Duties

Duties and responsibilities include, but are not limited to:

- Undertake design, implementation, installation and maintenance of technical solutions to enable effective management of virtualisation, cloud, converged infrastructure, automated provisioning and networks.
- Provide advanced level support and maintenance of relevant technologies, including responding to problems and faults, providing support to clients and liaising with other technical staff and external service providers to resolve issues.
- Undertake design and development of information technology projects with regard to the professional qualifications and experience of the position.
- Investigate, evaluate and report on new equipment, systems, processes and standards.
- Undertake administrative tasks including (but not limited to) preparation of business cases, preparation of plans (in support of technical tasks), submission of change and
overtime requests, management of work requests, and creation and maintenance of technical documentation.

- 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, Infrastructure Services 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 an undergraduate degree in IT or related field and subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.

- Proven ability and skills in using technologies relevant to virtualisation, cloud, converged infrastructure, automated provisioning and networks to manage operational tasks and activities.

- Experience and high level technical skills in using cloud related technologies such as AWS, including a good understanding of, and skills in, the automated provisioning of services in cloud infrastructure environments.

- Proven experience and skills in
  
  - Microsoft and/or Unix systems administration
  - scripting in Python, NodeJS, PHP, Go or other relevant programming languages to achieve automation
  - one or more of AWS, OpenStack, CloudStack
  - configuration management tools such as Puppet, Chef or Ansible
- Infrastructure automation
- Network infrastructure protocols such as Radius, DNS, HTTP
- Identity based access control
- Continuous integration and deployment

- Knowledge of how to architect solutions in a Platform-as-a-Service environment.
- Participate and / or lead activities in the delivery of complex IT systems.
- Experience in change management principles in a complex environment.
- Evidence of in-depth problem-solving skills with the demonstrated ability to perform research or liaise with others to develop solutions for complex problems.
- Excellent interpersonal and communication skills, including the ability to complete appropriate technical documentation and to interact effectively with clients.
- Demonstrated commitment to delivery of outcomes, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.
- Proven ability to write clear and concise project documentation, approach methodically to tasks while paying attention to detail and meeting deadlines.
- Proven ability to knowledge share, upskill peers and drive positive change.

Desirable

- Experience in
  - Virtualisation technologies such as VMware and Docker
  - Amazon Web Services certification

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