POSITION DESCRIPTION

Position Title: Manager, Application Development and Support
Organisation Unit: Information Technology Services
Position Number: 3004533
Type of Employment: Continuing, full-time
Classification: Hew Level 9

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 (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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.

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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+

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 excellence, creativity, respect,
supporting others, diversity, honesty and accountability. It comprises three major sections
located across the University’s campuses: Academic Services, Enterprise Support and
University Networks. 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 Supercomputers and 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

DUTY STATEMENT

Primary Purpose of Position

The Manager, Application Development and Support has responsibility for the development
and support of specific UQ software and web applications that support the objectives of the
University, leading a team of people to ensure effective delivery of University wide solutions.

Duties

Duties and responsibilities include, but are not limited to:

- Manage the delivery and operational support of bespoke software and web
  applications for the University.
- Work closely with the Senior manager, Application Delivery and Support to develop
  strategic plans that deliver applications which support the University’s business
  needs.
- Work closely with stakeholders across the University to ensure that delivered
  applications have broad applicability, applying appropriate negotiation and
  influencing skills to encourage take-up of applications by a broad range of clients and
  reduce the number of unique applications supported by the team.
- Effectively lead, mentor and manage the team, ensuring high standards of customer
  service, effective delivery of services against agreed key performance indicators,
  consistent and appropriate use of methodologies and toolsets and that all aspects of
human resource management are conducted effectively and in accordance with University policies and procedures.

- Undertake continuous improvement activities within the team to ensure services are delivered more efficiently.
- Undertake project management of large and complex information technology projects as required.
- 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 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 Senior Manager, Applications Delivery and Support, and directly supervises staff at HEW 8, with oversight of staff at HEW 5, 6, and 7.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to a postgraduate 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.
- Extensive experience in managing the development and support of software and web applications in a complex environment and a thorough understanding of technical requirements and management issues related to this.
- Extensive experience and proven expertise in managing, leading and motivating a team of staff in a changing environment.
- Extensive experience and proven expertise in managing projects, significant procurement activities and budgets to deliver quality IT outcomes for clients in a timely and cost effective manner.
- Experience in providing estimates and negotiating contracts, and in working with vendors.
- Proven strategic thinking, analytical and problem solving skills including the ability to conceptualise, establish and implement new initiatives and innovative solutions within a specified framework.
- Well developed interpersonal, written and oral communication and negotiation skills and proven capacity to develop and maintain strong professional relationships with stakeholders.
- Demonstrated ability to maintain a current working knowledge of 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.

Desirable

- Experience in the tertiary sector

Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facility; or in an equivalent clinical health facility; or health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University’s Vaccinations and Immunisation Guidelines (PPL 2.60.08). The employee is required to provide evidence of immunisation against VPDs.

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 full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to Lauren Bourke, lauren.bourke@uq.edu.au