POSITION DESCRIPTION

Position Title: Category Manager (Information Communication Technology)
Organisation Unit: Information Technology Services
Position Number: 3036426
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 excellence, creativity, honesty, accountability, supportive, respect and diversity. 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 Category Manager (Information Communication Technology) is responsible for the procurement aspects of the entire UQ IT portfolio, undertaking vendor management, procurement category analysis and planning, and leading negotiations for procurement. It will lead the review and development of a University IT category strategy and IT category management plan. The role will provide high level advice to the CIO and other senior UQ managers on IT procurement and is responsible for the implementation of the IT category management plan and undertake coordination and quality assurance in relation to procurement functions for the IT category.

The Category Manager will also develop and maintain effective stakeholder relationships with key IT stakeholder groups and IT staff across the University, and liaise with other Senior Managers at UQ to ensure that IT category management is meeting the needs of UQ. The Category Manager will work closely with the subject matter experts for networking, audio visual, licensing, application and web development, infrastructure and general computing to manage risk, deliver value for money and manage procurement activities.
Duties

Duties and responsibilities include, but are not limited to:

- Adopt and promote sound cyber security practices in compliance with UQ’s Cyber Security Policy and according to cyber security procedures and standards developed by the University or Division.

**Procurement planning, policy and analysis**

- Implement best practice procurement strategies, including developing strong sourcing strategies and applying strategic sourcing methods for all IT categories.
- Develop and implement an IT category management plan for the University.
- Lead and manage the development and implementation of new procedures for the procurement of IT products and Services.
- Develop and clearly articulate IT specific procurement policies and procedures to the University community, which will include preferred supply channels and exception processes.
- Provide high level advice to the CIO, ITS Senior Management Group and the Director of Enterprise Procurement on procurement performance within the IT Category.
- Work closely with IT subject matter experts in networking, audio visual, licensing, infrastructure, application and web development and general computing to drive down costs, manage risk and eliminate waste.
- Maintain up-to-date knowledge of the competitive landscape, understanding and exploiting category drivers and trends.

**Negotiation and vendor engagement**

- Lead vendor negotiations within the licence portfolio and other strategic IT product and service agreements to ensure UQ holds a beneficial position and to achieve better value and savings.
- Provide high level advice to the CIO, ITS Senior Management Group and other Senior University Stakeholders in relation to vendor negotiations.
- Review supplier contracts for compliance and business risk management.
- Liaise with UQ Legal Services to establish and maintain a standardised approach to IT contract terms that is efficient and appropriately manages legal risk in line with the University’s stated risk appetite.
- Supported by the Contracts Administrator, establish and maintain a contract and vendor management framework to effectively manage vendor performance and work towards improved contract management and benefits realisation.
- The Category Manager is responsible for ensuring the effective management of vendors who supply goods and services in the IT category.

**Tendering**

- Establish and maintain appropriate approach to market documentation for the IT category.
- Establish and maintain a repository of common architectural, technical and commercial requirements for IT tendering.
- Establish and maintain appropriate IT procurement templates and guidelines.
• Manage the tender processes for significant items of expenditure on IT products and services based on specifications provided by ITS subject matter experts and other Senior University stakeholders.

• Ensure all tender processes in the IT Category meet the required standard of probity and transparency.

• Professionally manage procurement and tendering services for the IT Category.

Leadership and development of staff

• Manage a small team of IT procurement related staff with responsibilities for centralised co-ordination and management of, IT procurement, vendor management, enterprise / site licensing of software and IT contract management.

• In collaboration with relevant subject matter experts, identify/ establish one or more IT procurement communities of interest (stakeholder reference groups) and develop using a team approach to improving procurement practices and implementing new policies across the University.

• Liaise with and influence internal senior stakeholders to promote the benefits of the IT category management plan.

• Work cooperatively with stakeholders in developing the best approach to IT procurement in order to achieve cost savings, non-financial benefits and improved risk management.

• Liaise with procurement staff across the University to provide a consistent approach to procurement and compliance with all relevant policies.

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. This position holds a financial delegation limit of $50,000 and manages a budget of $9,500,000.

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 Associate Director, IT Governance and will be required to direct other professional or technical staff on work relating to specific tasks or projects. The position has two direct reports (IT Category Management Support Officer and Contracts Administrator)
SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to a postgraduate degree in IT, business, law or related field and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Knowledge of procurement policy and procedures as they apply to IT Procurement in a large public sector or commercial organisation.
- Extensive experience in leading and advising on significant procurement activities from development of tender documentation through to vendor negotiation and contract delivery.
- Excellent interpersonal, written and verbal communication skills, including demonstrated negotiation abilities, an ability to present views credibly, thoughtfully and persuasively with an ability to consider and reconcile diverse ideas and views through negotiation.
- 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.
- Broad knowledge of information technology with experience working in a large IT department and IT category management.
- High level analytical skills and ability to assess problems, articulate trends and strategies based on that analysis, propose appropriate solutions and provide concise reports against indicators for executive management.
- Capability to undertake risk management in relation to IT procurement.
- Demonstrated commitment to delivery of outcomes, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.
- Ability to prioritise own workload, work independently and methodically and meet deadlines.
- Capacity to lead a team and manage the use of human and financial resources.

The University of Queensland values diversity and social inclusion.

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 recruitment@uq.edu.au