POSITION DESCRIPTION

Position Title: Security Improvements Project Manager
Organisation Unit: Information Technology Services
Position Number: 
Type of Employment: Fixed term, 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

Information Technology Services (ITS) provides a wide range of IT services to over 46,000 students, 7,000 academic and general staff, and 7,000 users in the wider community. This includes providing administrative, teaching, learning and research support to our customers across UQ and beyond.

ITS is part of the Chief Operating Officer’s portfolio. We look after all IT needs for central services within the University, which includes the campus network, internet access, audiovisual technology in central teaching spaces and more.

We also provide support to some organisational units through contracts and service level agreements, while other units use their own local IT services.

Our services

We manage core networks and IT infrastructure for the whole University. This includes a range of services:

- campus network
- phone system
- main email and calendar system
- internet access
- desktop system support
- server administration
- audiovisual support (including technology in central teaching spaces).

National Research and Education Network

Internet access to the National Research and Education Network, which connects most universities and CSIRO in Queensland, is managed by ITS on behalf of the Queensland Regional Network Organisation.

AusCERT

AusCERT also sits within ITS. This is an internationally recognised network security group that provides internet security services throughout Australia and New Zealand. AusCERT clients include universities in Australia and New Zealand, as well as many banks, ISPs and government departments at federal, state and local levels.

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 primary purpose of the position is to oversee coordination of the University’s Security Improvements Programme and manage key elements of the programme to ensure quality deliverables are achieved on time and within budget.

Duties

Duties and responsibilities include, but are not limited to:

- Manage all project phases of significant programme elements including discovery, analysis and design, procurement, development, testing, implementation, business transition and closure.
- Producing change requests for project activities.
- Development and maintenance of project and programme documentation.
- Facilitate project delivery, establishing project baselines in consultation with the key stakeholders, and reporting against baselines including scope, budget, resources and quality.
- Lead, manage and motivate cross-functional project teams to deliver the expected high quality outcomes on time and on budget.
- Identify all stakeholders and manage the stakeholder engagement processes, to maximize buy-in and ensure on-going support for the programme.
- Identify and assess risks and issues associated with projects, develop and implement strategies to reduce those risks and drive ownership as appropriate.
- Organise appropriate resources and skills to ensure project delivery, negotiating with internal and external organisations to facilitate fulfilment.
- Prepare status reports and presentations, high level analysis and design documents and present to the programme steering committee and broader forums as required.
- Lead project change and communication strategies.
- Perform any other duties as reasonably directed by the Senior Manager Infrastructure and Security or the Security Improvements Programme Steering Committee.

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
- Adopt and promote sound cyber security practises in compliance with UQ’s Cyber Security Policy and according to cyber security procedures and standards developed by the University or Division (https://coo.uq.edu.au/operational-areas/information-technology-services).
• 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 Infrastructure and Security, Information Technology Services.
SELECTION CRITERIA

**Essential**

- Postgraduate or degree qualification in a relevant field.
- Substantial project management experience with demonstrated capability in the management of large change projects with multiple stakeholders within complex work environments.
- Ability to manage and motivate project teams to deliver successful outcomes within defined time frames, including holding teams accountable for their commitments, removing roadblocks to their work, leveraging organisational resources to improve capacity for project work, and mentoring and developing team members.
- Strong interpersonal skills, with the ability to communicate, collaborate, consult and negotiate with staff at all levels, as well as with external agencies, service providers and clients.
- Proven analytical, problem solving and organisational skills, with ability to manage numerous tasks, meet tight deadlines, and establish work priorities.
- Experience in evaluation and procurement of third party solutions fit for purpose.
- Significant experience in defining, managing and leading complex IT projects in an complex corporate environment, including, but not limited to
  - leading project status and working meetings
  - providing appropriate project reporting
  - managing risks and issues
  - correcting deviations from plans
  - performing delivery planning for assigned projects
  - championing ongoing process improvement initiatives to implement best practices for Project Management.
- Willingness and ability to take responsibility, work well under pressure and to manage conflicting demands.
- Willingness and ability to innovate and adopt new processes and technologies to deliver excellent service and quality outcomes.
- Commitment to upholding the University’s values, and with the outstanding personal qualities of openness, respectfulness and integrity

**Desirable**

- Suitable certifications in Project Management and/or cyber security.
- Experience in working in the higher education sector.
- Experience in working in cyber security.

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 (Ph: 3443 1363, Email: lauren.bourke@uq.edu.au)