POSITION DESCRIPTION

Position Title: Environment and Release Manager

Organisation Unit: Information Technology Services

Position Number: 3034430

Type of Employment: Full Time, Continuing

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 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

As the Environment and Release Manager you will be accountable and responsible for the governance around the movement of all enterprise applications and changes across all environments from development to production. This role will manage and communicate environment availability and resolve conflicts between competing demands for environments and prioritise work schedules.

Duties

Duties and responsibilities include, but are not limited to:

- Manage and communicate environment availability and resolve conflicts between competing demands for environments and prioritise work schedules;
- Develop common strategies for release and environment management governance across a large transformation portfolio;
- Create common standards and formats for release playbooks and work with production control to standardise release decision-making;
- Define common mechanisms for rollback and standards for capturing release-related performance indicators;

- Forecast demand for release resources and identify opportunities for greater efficiency across the portfolio;
- The establishment of effective controls & communication protocols to manage and report release activities.

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

SELECTION CRITERIA

Essential

- Extensive experience working as an Environment and Release Manager within a medium to large corporate entity, managing multiple development test environments with conflicting demands
- 5+ years of expertise and leadership in Enterprise / Portfolio Release Management
- 5+ years strong program/project management skills with accountability for end-to-end delivery
- Experience in governing both waterfall as well as Agile/DevOps project lifecycles
- Experience with Continuous Integration/Continuous Delivery (CI/CD)
- Strong technical awareness and background within testing / QA and production
- Excellent coordination and scheduling skills able to set expectations across multiple stakeholders including project managers, internal and external service providers
- Ability to estimate work effort required to confirm environment readiness
- Good working knowledge and experience working with third party providers
- Strong leadership qualities
- Excellent written and verbal communication skills
- Ability to articulate technical issues to non-technical audiences
- Ability to cope well under pressure
- Proven research and analytical skills
- Good relation skills
- Commitment to outstanding client service
- Basic financial management competence
- Ability to work outside of business hours when necessary

Desirable

- Previous experience gained within the higher education sector.

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*