

## POSITION DESCRIPTION

<b>Position Title:</b>	Strategic Vendor Manager
<b>Organisation Unit:</b>	Information Technology Services
<b>Position Number:</b>	TBA
<b>Type of Employment:</b>	Fixed Term (2 Years)
<b>Classification:</b>	HEW 9

## THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) is one of Australia's leading research and teaching institutions. For more than a century, we have been bringing together outstanding educators, researchers and innovators – across a range of disciplines – to inspire the next generation and to advance ideas that can benefit the world.

Today, UQ is [ranked among the world's leading universities](#) and we are consistently recognised as one of the top 5 universities in Australia.

Each year, we teach around 55,000 students across 6 faculties, located at our 3 beautiful campuses at St Lucia, Herston and Gatton – as well as online. We aspire to broaden the knowledge and skills of these students, so that they're equipped to achieve their professional goals and make a positive contribution to our society, and the world.

The University is also home to 8 research institutes and more than 100 separate research centres with an interdisciplinary community of more than 1500 researchers, who have come to UQ from all over the globe. This outstanding community of researchers is continuing to build upon UQ's long and proud tradition of discovery science, invention, innovation, translation and commercialisation.

At UQ, we recognise that our people are our greatest asset. As such, we seek to recruit innovative people who are passionate about helping us to advance our mission and broaden our impact.

Our culture is built on the things that we value most highly – the pursuit of excellence; creative and independent thinking; honesty and accountability; mutual respect and diversity; and providing support for our people. Through the promotion of these values, we're creating a culture that encourages our people to bring their very best, authentic self when they come to work at UQ.

### Information Technology Services

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. It delivers network, systems and IT infrastructure support to the University, and enhances UQ's capabilities through the deployment of new infrastructure, systems and application development.

The largest central division within UQ and one of the largest employers of IT professionals in Queensland, UQ's ITS Division has both breadth and depth across all aspects of technology. ITS supports the University with many exciting technologies; artificial intelligence, robotics, IoT, cloud, high performance computing, data analytics, virtual networks, high speed networks and big data are just some of the technologies that are being deployed to support UQ's dynamic environment and varied stakeholders.

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 by managing 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 [its.uq.edu.au](https://its.uq.edu.au)

### **Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

## **DUTY STATEMENT**

### **Primary Purpose of Position**

The Strategic Vendor Manager is responsible for managing UQ's engagement with strategic ICT suppliers to ensure that both contracts and supplier relationships are actively managed in relation to cost, quality and risk, and overall optimisation of benefits to UQ. The Strategic Vendor Manager will have direct responsibility for managing a number of strategic ICT contracts, as well as providing high level advice to the CIO and other senior UQ managers on supplier and contract management issues. The role will be responsible for establishing and maintaining sound contract management and supplier relationship management practices across the entire UQ ICT portfolio, undertaking coordination and quality assurance in relation to contract and supplier management for the ICT category.

The Strategic Vendor Manager will also develop and maintain effective stakeholder relationships and 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 contracts and supplier relationships.

### **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

## **Contract and Supplier Management**

- Lead the contract and supplier management activities for a number of strategic enterprise solutions and strategic suppliers to ensure ongoing quality and stability of services, and containment of cost and business risk.
- Work cooperatively with key stakeholders, including service owners, in developing the best approach to contract and supplier management for their ICT contracts, in order to achieve cost savings, non-financial benefits and improved risk management across the ICT category.
- Liaise with UQ Legal Services in relation to identified legal risks and, variation, contract breach and termination actions associated with managed contracts.

## **Policy, Advice and Capability**

- Develop and maintain effective and efficient procedures for the management of ICT contracts and supplier relationships, to effectively manage supplier performance and work towards improved contract management and benefits realisation for the ICT category.
- Clearly articulate the principles and requirements for effective ICT contract and supplier management to the University community, including through developing guidance material and conducting appropriate training.
- Advise and assist other IT procurement professionals and non-procurement contract managers with contract and supplier relationship management tasks, directed at improving commercial outcomes and increasing UQ's IT contract and supplier management capability.
- Provide high level advice to the CIO, ITS Senior Management Group, Category Manager (ICT) and other Senior University Stakeholders on contract and supplier management within the ICT category, including through regular reporting.
- Liaise with and influence internal senior stakeholders to promote the benefits of the effective contract and supplier management.

## **Negotiations**

- Where appropriate, lead supplier negotiations for strategic ICT 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 ICT supplier negotiations.
- Review supplier contracts for compliance and business risk management.

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 Category Manager (ICT) and will be required to direct other professional or technical staff on work relating to specific tasks or projects and may be required to manage other procurement professionals engaged in contract and supplier management.

## **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 effective contract and supplier management approaches and commercial negotiation techniques.
- Knowledge of procurement policy and procedures as they apply to ICT Procurement in a large public sector or commercial organisation.
- Broad knowledge of the information technology industry and ICT procurement category drivers and trends.
- Extensive experience and demonstrated high level skills in contract management and supplier management, and demonstrated ability to design and implement supplier service improvement actions.
- Extensive experience working within an ICT procurement function, implementing vendor management improvement initiatives in a complex ICT environment.
- Experience in leading and advising on significant procurement activities especially in relation to supplier negotiation and contract delivery.
- Experience in consulting with and influencing stakeholders to deliver outcomes within a large environment, preferably at a University.
- Excellent interpersonal, written and verbal communication skills, including demonstrated negotiation abilities, an ability to present views credibly, thoughtfully and persuasively and an ability to consider and reconcile diverse ideas and views through negotiation.

- Ability to undertake risk management in relation to ICT procurement.
- Ability to prioritise own workload, work independently and methodically and meet deadlines.
- Ability to lead team members and manage the use of human and financial resources.
- Demonstrated commitment to delivery of outcomes, and a self-motivated, positive and enthusiastic approach to achieving goals through effective team and individual work.

Desirable

- Procurement qualification/s (eg. Level 3 procurement training, CIPSA accreditation)
- Sound knowledge of the University's policies, procedures and documentation, or the ability to acquire this knowledge rapidly.
- Knowledge and understanding of current State Government legislation with regards to procurement, or the ability to acquire this knowledge rapidly.

*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](#) 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](mailto:recruitment@uq.edu.au).*