POSITION DESCRIPTION

Position Title: Project Manager: IT Support Research Infrastructure.
Organisation Unit: ODVCR
Position Number: 3043018
Type of Employment: Fixed term
Classification: Hew Level 7

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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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://uniqest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

This unit is operated independently of any faculty or school with the coordinator reporting to the Director of Research Infrastructure.

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 position will implement and maintain central infrastructure booking software and offer trouble shooting assistance to users in the Central Research Infrastructure Platforms. Working collaboratively with a variety of stakeholders, the position will also coordinate and deliver digital content for a number of research infrastructure Platforms and associated websites, consistent with the University’s business requirements and strategic objectives. The position will contribute to the implementation and maintenance of standards and guidelines relating to content development, workflow, approvals and production to ensure UQ’s web presence and associated content are maintained, updated and continue to develop with evolving digital content designs and the changing business requirements of the University.

Duties

Duties and responsibilities include, but are not limited to:

- Install, configure and maintain the central booking software systems and provide assistance, if necessary, to staff in the Platforms.
- Where directed, undertake projects relating to the management, development or maintenance of the booking software to support the research and business needs of the Platforms.
- Managing digital content projects associated with UQ’s Central Research Infrastructure Platforms.
- Liaising closely and building positive relationships with staff at various levels across UQ to facilitate the efficient provision of content. Including close liaison with UQ organisational units, web content editors, web developers and other relevant staff to
ensure timeliness, accessibility, usability and conformance in line with best practice in
digital content.

- Quality control for digital content, including editing and proofreading a variety of
  content types ensuring they meet style, tone and marketing message requirements.
- Proactively researching, monitoring, evaluating and reporting on innovations in digital
  content design and advise on their possible use.
- Assist the Digital Content team in the planning, writing, editing and uploading of
  content to various UQ websites.
- Work in collaboration with colleagues in the planning, designing and delivering a high
  quality user experience across UQ's digital landscape.
- Any other duties as reasonably directed by your supervisor.

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 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 Director Research Infrastructure.
SELECTION CRITERIA

Essential

- Qualifications and training equivalent to an undergraduate degree in IT or related field, and at least four (4) years subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training such as industry certifications in either networking or OS environment. Demonstrated experience in project management and dealing effectively with multiple clients/stakeholders on significant projects, particularly experience in dealing with people in a service capacity within an IT environment.
- Demonstrated experience in managing content for large, dynamic, and complex projects and websites, as well as developing engaging content for an excellent user experience.
- Demonstrated skills and experience in remote assistance and on-site support.
- Demonstrated ability to train others.
- Demonstrated problem-solving skills and ability to balance multiple priorities and meet deadlines in an ever-changing environment.
- Demonstrated effective interpersonal, oral and written communication skills particularly in documenting processes and work instructions, and interpreting client requirements.
- Demonstrated ability to work independently to achieve objectives with limited guidance, as well as ability to work constructively in a team environment.

Desirable

- Demonstrated knowledge of search engine optimisation and website analytics to maximise traffic to websites and measure content performance.
- Knowledge of UQ Research Infrastructure and facilities.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au
Applications are also encouraged from women.
This role is a part-time position; however flexible working arrangements may be negotiated.