POSİTİON DESCRIPTION

Position Title: Service Delivery Team Leader
Organisation Unit: UQ Business School
Position Number: 1285795
Type of Employment: Full-time, continuing
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 Business School's mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society.

The team of professional staff working at the UQ Business School prides itself on its collegial approach to working with all staff and students at the School, Faculty and University level. The individual staff members are highly motivated, accomplished and dedicated to providing a high level of service and favourable outcomes to all clients and stakeholders. If you join this team, you will be working in a supportive environment where personal and professional development are encouraged and you will be given every opportunity to excel.

Information about the Business School may be accessed on the School's website at www.business.uq.edu.au.

Information for Prospective Staff

Information about life at The University of Queensland including staff benefits, relocation and our campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The Service Delivery Team Leader oversees a small dedicated IT support team within the UQ Business School and provides expert technical advice to the Information Services Manager about contemporary IT services, systems and issues. The role is responsible for delivering technical solutions that effectively support the Business School’s strategic ambitions and that comply with the University’s IT governance framework.

Key Responsibilities

1. Provide expert advice and report on the Business School's information technology services and infrastructure.
2. Manage the day-to-day operations of the Information Service Delivery Team, including staff development, workload management, and service delivery and performance optimisation.
3. Ensure effective controls are in place for the School's information assets.
4. Develop and maintain procedures and documentation to ensure the effective operation of the School's computing resources and information systems.
5. Build rapport and maintain productive relationships with stakeholders within the School and University, including the broader Information Technology Services (ITS) Division.
 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 (https://coo.uq.edu.au/operational-areas/information-technology-services).

**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**

This position reports to the Information Services Manager and may have up to five (5) direct reports.

**SELECTION CRITERIA**

- Postgraduate qualifications in Information Technology or a combination of relevant qualifications, skills and experience.
- Demonstrated experience in supervising small IT service delivery teams in a complex environment.
- Demonstrated experience in administering and integrating UNIX and Windows servers and services.
- High-level problem-solving skills and a track record of providing high-quality technical advice to management.
- Proven ability to develop and oversee the delivery of superior IT client services with a focus on performance measurement and continuous improvement.

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.