POSITION DESCRIPTION

Position Title: Software Development Team Leader
Organisation Unit: Information Technology Services
Position Number: 3048805
Type of Employment: Fixed Term, full-time
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 (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 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 www.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 position provides a high level of analysis, development, support and system administration for key information technology systems within ITS, client departments and organisations. The position is also responsible for leading teams of technical staff in the resolution of complex technical issues/software development and major projects.
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
- Analysis, design, implementation, installation and maintenance of information technology systems and its infrastructure. This will generally involve ongoing operational support tasks for established systems
- Undertake analysis, design, development and technical project management of significant information technology projects with regard to the professional qualifications and experience of the position
- Manage team members to meet day to day operational and project management objectives. Conduct staff performance reviews, mentor team members, encourage open communication with staff, clearly define objectives and establish key performance indicators, identify training needs and address performance issues
- Consult on the technical aspects of information technology to Information Technology Services clients
- Assist the unit manager in matters of budget preparation, development and improvement of business processes, preparation of service level agreements and coordinating SLA activities, management of the unit, and strategic and long term planning
- Consult with clients and represent Information Technology Services on matters not directly related to technical issues, such as, staff selection and other University committees
- Investigate, evaluate and report on new equipment, systems, processes and Standards
- The position may be required to manage or participate in multiple concurrent projects or ongoing operational activities. Project teams will vary in size and team members may work concurrently on more than one project
- 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 Manager, Application Development & Support, and supervises staff at HEW 5, 6 and 7.
SELECTION CRITERIA

- Bachelor Degree with significant computing component (or equivalent) plus postgraduate qualifications or significant progress towards postgraduate qualifications with significant IT or business content; OR an equivalent combination of experience, education and training.
- Demonstrated ability to effectively manage people, projects, and budgets in the delivery of quality IT services to meet diverse client requirements in a timely and cost-effective manner.
- Experience in providing technical leadership to developers, systems analysts or technical engineers.
- Extensive experience building web applications using PHP MVC frameworks such as Symfony2/3 or Laravel, or similar in alternative Tech stacks (e.g. Java Spring MVC)
- Extensive experience with rich JavaScript web application frameworks, such as React, Angular, Vue.js, Ember, Backbone.js etc.
- Extensive experience working with relational databases such as Oracle, MySQL, MariaDB, Postgres.
- Experience with containerisation (e.g. Docker/Vagrant)
- Experience working with Amazon Web Services (AWS). Exposure to using RDS, EC2’s, ECS, ElasticBeanstalk, Cloudfront would be beneficial.
- Experience working with authentication and authorisation frameworks
- Experience in providing estimates and/or negotiating contracts.
- Experience with agile development methodologies specifically SCRUM.
- Well-developed interpersonal skills (including written and verbal communication) and the ability to liaise with staff and external agencies at all levels.
- Ability to integrate a range of services or support for clients.
- Demonstrated ability to maintain a current working knowledge of relevant emerging technologies, methodologies and best practices.
- Organised and methodical approach to tasks.
- Strong leadership and mentoring skills.
- Analytical skills sufficient to assess problems and propose appropriate solutions.
- Must be self-motivated and able to work constructively to objectives with limited guidance in a team environment.

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.