Position Description

Title: Technical Lead
HEW Level: HEW 9

Faculty/Office: Information Technology
Position Number:

Department/Team: Program Management Office
Date: March 2020

Position Purpose: To develop, implement and support technical development activities during transformation projects.

ORGANISATIONAL CONTEXT

Macquarie University Information Technology embraces the university mission to be bold, distinctive, progressive and transformational.

Information Technology is a trusted business partner with an ethos of service but not subservience, and we pride ourselves in the application of a strong collaborative partnership approach to transformation across the University. We strive for the efficient provision of commoditised services in order to better support the areas where we should be unique across the education, research and health portfolios within the University.

The Information Technology Program Management Office provides senior level project governance capacity and capability to ensure successful project delivery and benefits realisation.

ORGANISATION CHART

[Organisational chart diagram]

VP, People & Services
Chief Information Officer
Director, IT Architecture Services
Team X2
Capital Funded resources
Director, IT Operations Services
Team X6
Team X38
Team X37
Capital Funded resources
Director, IT Applications Services
Team X4
Team X3
Capital Funded resources
Director, IT Business Services
Team X36
Team X6
Team X14
Capital Funded resources
Director, Project Mgt Office
Director, MO & SF
Information Security
Business Intelligence & Reporting
Executive Assistant
**KEY ACCOUNTABILITIES**

- Responsible for the architecture, design and development of software applications to deliver quality people-centric enterprise solutions.
- Lead and facilitate scoping and technical requirements sessions with stakeholders, the program team and vendors, and make recommendations to meet users' needs or to streamline operations.
- Define goals for the technical development stream, manage their executions and ensure they are delivered to timeline and budget.
- Assess current systems architecture and make recommendations for improvement, including assisting with downstream system impact analysis and risk analysis including conducting end-to-end test management.
- Support post implementation review, documenting lessons learnt and make recommendations.
- In collaboration with Project team, Business and Vendors, identify and remedy technical issues to deliver quality outcomes.
- Direct and manage the team focused on technical issues, including software development, product releases, and engineering tasks.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

**POSITION CONTEXT**

<table>
<thead>
<tr>
<th>Reports to:</th>
<th>Associate Director, PMO</th>
</tr>
</thead>
</table>
| Positions Reporting to: | Direct: 0  
Indirect: 4 |
| Key Direct Clients: | Heads of Office, Heads of Dept, Senior Managers  
Project Managers  
Immediate team members  
Particular staff members in other offices or departments  
Other staff members in own office or department |
| Other Key Relationships: | Project teams  
MQ staff in general  
Other external contacts |
| Budget Accountability: | |  
| Role-specific Conditions: | Criminal History Check |
| Scope and autonomy | Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise. |
| Problem solving | Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation. |
# CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>Clusters of behaviours required for successful performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning and Execution</td>
<td>Managing time and resources to complete tasks and achieve objectives.</td>
</tr>
<tr>
<td>Quality Focus</td>
<td>Ensuring accuracy and quality when completing tasks.</td>
</tr>
<tr>
<td>Communication</td>
<td>Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
</tr>
<tr>
<td>Relationship Management</td>
<td>Establishing effective working relationships with others.</td>
</tr>
<tr>
<td>Teamwork</td>
<td>Working in collaboration with others to achieve shared goals.</td>
</tr>
<tr>
<td>Implementing Systems</td>
<td>Adopting a systematic and organised approach and developing and utilising guidelines and procedures.</td>
</tr>
<tr>
<td>Influencing and Persuading</td>
<td>Building commitment by convincing others and winning them over to a particular point of view.</td>
</tr>
<tr>
<td>Setting Expectations</td>
<td>Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
</tr>
<tr>
<td>Delegating</td>
<td>Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
</tr>
<tr>
<td>Leading and Directing</td>
<td>Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
</tr>
<tr>
<td>Delivering Outcomes</td>
<td>Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ATTRIBUTES</th>
<th>Personal qualities related to successful performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perseverance</td>
<td>Persevering despite obstacles to ensure tasks are completed.</td>
</tr>
<tr>
<td>Flexibility</td>
<td>Responding effectively to unexpected or changing circumstances.</td>
</tr>
<tr>
<td>Reliability</td>
<td>Meeting commitments and responsibilities.</td>
</tr>
<tr>
<td>Interpersonal Impact</td>
<td>Making a positive impression on others in a range of interpersonal contexts.</td>
</tr>
<tr>
<td>Resilience</td>
<td>Dealing effectively with and recovering quickly from setbacks or pressure.</td>
</tr>
<tr>
<td>Accountability</td>
<td>Assuming responsibility for making decisions and delivering agreed outcomes.</td>
</tr>
<tr>
<td>Integrity</td>
<td>Maintaining confidentiality, discretion and professionalism.</td>
</tr>
</tbody>
</table>
### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree in IT or other relevant discipline and/or extensive experience in technical delivery.
- PRINCE2 Foundation, CAPM or RegPM (CPPP) certifications.
- Knowledge and experience with Oracle Databases, Oracle ODI and Oracle Golden Gate.
- Knowledge and experience with Workday platform, Kronos and Ascender.
- Boomi or any middleware equivalent knowledge.
- A strong background in troubleshooting and technology support.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of the Information Technology functions and structure.
- Knowledge of the Information Technology policies, systems, processes and procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of how the University works and how relevant functions across the University interrelate.

### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Extensive experience in managing the design, configuration and implementation of successful technical developments for complex business transformation projects.
- Experience in analysing and synthesising data for consumption across multiple audiences, ensuring accuracy and usability.
- A successful track record in building and managing relationships with stakeholders, clients, project teams and external parties, at all levels including the ability to drive engagement, influence culture and provide conflict resolution.
- Strong interpersonal and verbal communication skills with experience in delivering engaging presentations and facilitating discussions.
- Experience in delivering quality outcomes within a fast-paced and high-pressure environment with multiple priorities to meet tight deadlines.
- Demonstrated leadership to motivate team members, and decisive in making decisions.