

POSITION DESCRIPTION

Infrastructure Services
University Services

Team Leader, Network Core

POSITION NUMBER	0042657
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 9 - \$115,726 - \$120,404 per annum
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full Time (1 FTE) Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	SK Cheng Tel +61 3 8344 8961 Email name@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
<http://about.unimelb.edu.au/careers>

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

ABOUT THE ROLE

Position Purpose:

To lead a team of technical resources who perform monitoring, management and maintenance of Network Core environments across Melbourne University campuses to ensure the technical and operational stability, functionality and currency of the systems and infrastructure are maintained in order to facilitate delivery of quality outcomes in the achievement of Business Unit and Divisional objectives. Provide leadership by ensuring efficient management and utilization of resources within the team to achieve the service delivery (projects) and service management (operational) components within Infrastructure Services.

The Network Core encompasses, but is not restricted to, the following areas: Core routing and switching equipment in the Data Centre, Load Balancers, VPN gateways, Firewalls, Citrix Netscalers and University-wide IP Address allocation.

Reporting line:

No. of direct reports: 7

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University – wide – All campuses & subsidiaries

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Lead and manage the testing, design, maintenance, operation and support of Network Services, ensuring customer expectations and Service Level Agreements are met.
- Take the lead in instituting measures to proactively reduce the occurrence of Major and high severity Incidents. Provide leadership in the resolution of Major and high severity incidents.

- Oversee the transition of projects into operations, in particular ensuring operational readiness, such as adequacy of knowledge transfer and capability development, to support the Network Services being transitioned into operations.
- Preside over Lifecycle Management, in particular maintain the currency & serviceability of the Network Infrastructure and Services.
- Assume leadership in providing and maintaining up-to-date & fit-for-purpose documentation, designs, standards, processes and procedures to ensure operational supportability of Network Services.
- Oversee the generation of both business and non-business reports on a regular basis to benchmark the performance of Network Services against service requirements and expectations.
- Develop, implement and maintain Network Services strategies and technology roadmaps. Contribute towards the development of the overall IT architecture, strategies and plans.
- Allocate resources and ensure adequacy of resources & capabilities to support both operations and project related activities without compromising service expectation and project delivery targets.
- Take the lead in addressing audit findings as well as reducing any risk exposure to the University to an acceptable level. Oversee compliance in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.
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- Contribute to business planning and budget management, in particular provide accurate forecast of budget expenditure required to maintain the Network Services.
- Provide leadership in drafting contracts and agreements, formulating Service Design and Support Models, including negotiating with multiple parties involved in the end-to-end service provisioning to determine the roles and responsibilities of each party.
- Effectively motivate, coach and manage staff to achieve goals by providing clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed and high performance nurtured and rewarded.
- Define and monitor team's key performance objectives and develop, align and update staff position descriptions in accordance with the group accountabilities and yearly operational plan objectives.
- This position may need to act on behalf of the Manager, Networks and Telephony, from time to time therefore management experience/capability is essential.
- Other duties as required within the scope of this position.
 - Actively encourage commitment to quality service and demonstrate support and collaboration to enable team to achieve objectives and take accountability for work.

Selection Criteria:

Education/Qualifications

The appointee will have: Post graduate qualifications in a relevant discipline and or equivalent mix of education and relevant experience

Knowledge and skills:

1. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace.
2. Knowledge of a recognised project management methodology, preferably Prince 2, would be advantageous
3. A qualification in ITIL and/or previous experience using ITIL at a practical level.
4. Knowledge of a recognised project management methodology, preferably Prince 2, would be advantageous.
5. Industry certification would be advantageous
6. Demonstrated extensive people management/team leader experience
7. Demonstrated excellent interpersonal, communication and negotiation skills
8. Experience in managing and maintaining large network infrastructure within a complex environment
9. Ability to interpret service management information to drive service availability, capacity and maintainability.
10. Root cause problem analysis expertise and familiarity with Firewalls, Load Balancing, Virtualization, and Storage solutions.
11. Experience in managing external vendors and outsourced services to deliver effective service outcomes
12. Experience and good working knowledge of documented service agreement management processes and systems

Other job related information:

The Infrastructure Support Service group is tasked to provide network support for extended hours on a 7 day per week basis to meet business requirements.

The incumbent must be prepared to carry a mobile phone or pager and may be required to participate in an on-call roster, working outside normal working hours in accordance with 'After hours IT Support procedure - MPF1288'.

The position may require working at various UoM campus locations and remote facilities which may require you to either drive or walk and therefore a valid drivers' license is required.