

### Details

Area	University Services Portfolio
Team	Infrastructure, Property and Precincts
Location	Flexible, all campuses
Classification	HEW level 6
Manager Title	Manager, Infrastructure Technology

### Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

### Overview

The primary purpose of the Specialist, Infrastructure Technology is to support Infrastructure, Property, and Precincts (IPP) to remain current, compliant, and consistent in its facilities management systems. This includes maintaining, monitoring IPP systems and applications to ensure optimal performance as well as supporting the implementation of IPP software, servers, and hardware upgrades and integrations. The position supports the Manager, Infrastructure Technology, in managing and upgrading IPP systems and applications to ensure compliance with University and Information Technology policies and standards.

Working within the Infrastructure Technology team, the role will explore opportunities to enhance IPP system application, efficiencies and user experience while also managing IPP mobile devices, peripherals, and associated hardware. Additionally, the role oversees procurement of replacement requests for non-standard end-user computing hardware, assists in developing and maintaining IPP technology platforms, and provides software and technical support to IPP end-users. The role oversees process improvements, including the development of training guides and maintains work instructions for operational procedures and system logs to assist the Infrastructure Technology team in effectively managing IPP systems and applications.

Reporting to the Manager, Infrastructure Technology the role will:

- Support the Manager, Infrastructure Technology to manage and upgrade IPP systems and applications.
- Assist with the design and implementation of software solutions for IPP, including liaising with software vendors and service providers by analysing, recommending, installing, and monitoring contractual obligations, performance delivery and renewals.
- Support the Infrastructure Technology team with generating custom reports from corporate databases using a range of business intelligence platforms.
- Troubleshoot and provide service support in diagnosing, resolving and repairing server-related hardware and software malfunctions including mobile devices and associated peripherals.
- Perform the operational establishment and preventive maintenance of backups, recovery procedures, and encouraging security and integrity controls for IPP systems and applications
- Assist in the development of software solutions, using technologies such as PHP, Python and JavaScript for IPP.
- Testing database systems and upgrades, such as debugging, tracking, reproducing, logging and resolving all identified problems, according to approved quality testing scripts, procedures, and processes.
- In consultation with the Manager, Infrastructure Technology, manage any requests for procurement or replacement of non-standard end user computing hardware in-line with the University centralised IT end user computing process.
- Assist with the development and maintenance of IPP technology platforms.
- Provide software and technical support to end-users of IPP systems and applications
- Develop training guides and facilitate training sessions for newly deployed solutions. Prepare and maintain work instructions detailing operational procedures and system logs to assist the Infrastructure Technology team to support IPP systems and processes.

### Accountabilities

- Prioritise work and critical activities, evaluate progress, recognise barriers to achieving outcomes and find effective ways to deal with them.
- Proactively identify opportunities for improvement and take action and actively seek feedback from colleagues and stakeholders on things that are working well and areas for improvement.
- Build rapport with people outside of immediate team in ways that are respectful and inclusive of others and demonstrate an understanding of how all the different areas of the University interrelate and how own area fits in
- Modify behaviour based on self-awareness and feedback to improve personal impact. Focus on personal emotional wellbeing. Adapt well to change and displays a positive outlook in stressful situations.
- Actively seek information to better understand the customer's perspective, follow through and deliver on promises, respond to feedback with openness and transparency and seek to identify ways to better service the customer.
- Build productive relationships with a diverse range of stakeholders and communicate with confidence using examples to increase understanding and support.

### Selection

- A Degree with subsequent relevant experience; or
- Extensive experience and specialist knowledge or broad knowledge in technical or administrative fields; or
- An equivalent combination of relevant experience and/or education/training.
- Demonstrated experience providing technical support for corporate applications.
- Demonstrated experience in developing a wide range of platforms or programming languages, such as PHP5+, (Zend Framework or similar), HTML5, CSS, JavaScript, Web Services (REST, APIs, JSON, AJAX), Python, Microsoft SQL, and Oracle (PL/SQL, SQL).
- Experience managing Windows-based servers.
- Experience in MS365 and SharePoint.
- Experience with business intelligence platforms such as Tableau for building reports and data dashboards.
- Experience in the planning and facilitation of group training sessions.

### Capabilities

- **Communicates** engages others through persuasive and influential communication.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Engages Others** establishes effective relationships to achieve shared goals.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Improves Work** proactively improves the efficiency and quality of processes and systems.

### Special Requirements

- This position requires the incumbent to hold a current Working with Children Check

**Note** The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.