UNSW IT Graduate Program

Candidate Pack

January 2023

Thank you for considering UNSW

We are delighted that you are considering joining UNSW Sydney, an internationally renowned, research and teaching intensive university located in Sydney, Australia.

UNSW's origins in providing higher education date back as far as 1833. It was formally awarded university status in 1949 and has now grown and expanded through an array of academic achievements to become one of the top 50 universities in the world.

This success stems from our talented staff and students, innovative teaching programs and our cutting-edge research that focuses on solving society's biggest issues.

We excel across the spectrum of disciplines and are the acknowledged leader in Australia for engineering, computing science and business. The University is administratively sound, highly collegiate, well-funded and in a position of both stability and strength, despite the global pandemic.

We are past mid-point of delivering our 2025 Strategy was endorsed by the University Council in 2015 and since then we have made significant progress with our innovative, ambitious and altruistic agenda, reflecting a conviction across our university community that UNSW has the potential to achieve great things during the next decade.

Achieving our goals will require a commitment to excellence, an innovative spirit, boundless energy and substantial resources. We are seeking to add a strong communicator as we embark on the next phase to profile and position UNSW as a leading university and hope you will consider the opportunity to join our senior team.

Attila Brungs
President and Vice Chancellor

Christine Burns
Chief Information Officer

Our 2025 strategy

The UNSW 2025 Strategy was developed following a wide-ranging consultation, involving thousands of our staff, students, alumni and external partners. From the consultation process, three strategic priority areas were identified.

Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. And we are deeply committed to improving the experience for all our students.

Secondly, a passion for innovation and engagement – from fostering entrepreneurship across our community, amongst staff, students and alumni, to forging new partnerships with industry and community groups in our goal to share knowledge and ideas and to apply our research to real world problems.

Thirdly, a commitment to social impact – to helping improve the lives of others by advancing equality, diversity and inclusion; encouraging open and challenging debate and finding solutions to problems in line with the sustainable development goals.

We regard the interplay of academic excellence, innovation and engagement and social impact as the hallmarks of a great forward-looking 21st century university.

We hope that you will find inspiration and direction in our strategic plan which guides all our work. The strategy document can be found at:

www.2025.unsw.edu.au

UNSW achievements

Out-performing our peers

UNSW is ranked 1st in Australia for the quality and impact of our research, as assessed by the Australian Government. We have more top ratings in broad fields of research (Excellence in Research for Australia 2018) and more impact cases rated high (2018 EI Assessment) than any other Australian university.

Leading innovation

We have the largest and most established innovation eco-system in Australia, and we are proud to be the #1 Australian university attended by start-up founders.

Impressive graduates

UNSW ranks amongst the Top 30 universities in the world for the 'employability' of our graduates (QS rankings). We educated 4 of the top 5 young rich listers in Australia (AFR Young Rich List 2019).

Vibrant campus

With building works in excess of $500m in the last year alone, our campus community is buzzing. New facilities include: the $220m Science and Engineering Building and Esme Timbery Creative Practice Lab, the $130m refurbishment of the Biological Sciences North building, the $104m stage 2 refurbishment of the Electrical Engineering Building, the $18m upgrade of the Sir John Clancy Auditorium foyer and the launch of the Staff Lounge. Together with $70m of refurbishments, these provide students and staff with fresh new amenities and flexible spaces that enhance campus life and study.

Top 20 employer in Australia

UNSW was rated one of the top 20 'most attractive places to work in Australia' in 2019, based on global recruitment agency Randstad's 2019 Employer Brand Research Report. Randstad placed UNSW in 15th position overall.

UNSW: fast facts

> **$2.45 billion** in revenue

> **64,853** students on campus

39,201 local students

24,852 international students

> **19,095** students on-line

> **320,926** alumni

> **7,285** staff

> **55th** in the world (aggregate global ranking)

> **Six Faculties**

Business

Engineering

Medicine + Health

Law + Justice

Science

Arts, Design + Architecture

> **Seven Divisions**

Division of Research + Enterprise

Vice Chancellors Office

Equity Diversity + Inclusion

Planning and Assurance

Division of Academic + Student Life

Division of External Engagement
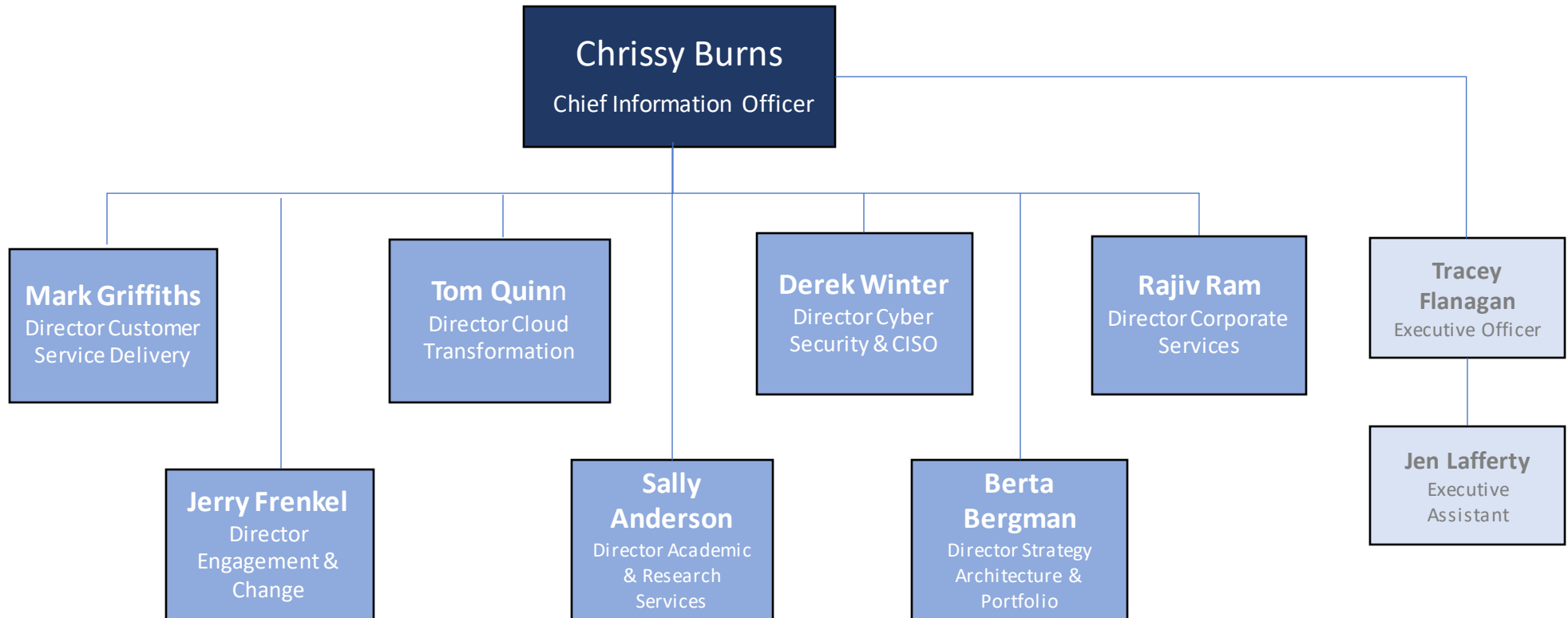
Division of Operations

> **UNSW Canberra**

IT Graduate Program

IT Highlights

- **Strategy, Architecture and Portfolio** launched the Cloud Transformation Program, one of the largest IT projects in UNSWIT's history, which will move 2000+ applications and platforms from physical servers to the cloud to improve our student experience, deliver flexible learning and teaching, and empower our researchers in solving complex problems.

- **Student, Academic & Research Solutions** Academic Remediation project is continuing to provide ongoing value for UNSW By completing this work, they have been able to remove the security vulnerabilities around applications containing Private and sensitive (PII) data on an out-dated unsupported system.

- **Corporate Services** launched the new degree finder and Faculties of Art, Design, Architecture, Law, Business and Engineering sites, are preparing to move a significant number of services to the Azure platform and introduced UNSWIT Tech Talks which provides an opportunity for our partners, like Adobe and Microsoft, to meet and talk to staff about their software and upcoming releases.

- **Customer Service Delivery** has continued to deliver IT services for UNSW students and staff during a second year of lockdown dispatching ~4000 items to customers from the IT Hub, signing a new deal with Dell Technologies to overcome the global chip shortage and transforming the universities network preparing us for full-scale student return.

- **Cyber Security** has completed a comprehensive assessment of UNSW's cyber security risk exposure including a control maturity assessment, penetration testing and ransomware attack simulation.

Executive Team Structure

Chrissy Burns
Chief Information Officer

Mark Griffiths
Director Customer
Service Delivery

Tom Quinn
Director Cloud
Transformation

Derek Winter
Director Cyber
Security & CISO

Rajiv Ram
Director Corporate
Services

Tracey Flanagan
Executive Officer

Jerry Frenkel
Director
Engagement &
Change

Sally Anderson
Director Academic
& Research
Services

Berta Bergman
Director Strategy
Architecture &
Portfolio

Jen Lafferty
Executive
Assistant

UNSW
SYDNEY

Meet your Leaders- Search on LinkedIn & feel free to reach out

Christine Burns – Chief Information Officer
Thomas Quinn – Director Cloud Transformation
Berta Bergmann – Director Strategy, Architecture & Portfolio
Nigel McLean-Smith – Head of Strategy, Architecture & Solutions
Jerry Frenkel – Director, Engagement & Change
Julian Holsman – Manager Portfolio & Projects
Dee Rastogi – Manager Governance & Assurance
Sally Anderson – Director Academic & Research Solutions
Ian Lancaster – Head of Student Solutions
Michelle Davey – Head of Education Solutions
Will Dorsey – Assurance Specialist Domains
Edwina Rapley – Head of Testing
Rajiv Ram – Director Corporate Services
Pankaj Gupta – Head of Integration
Paul Kiefer – Head of Campus Solutions
Sunny Jiang – Head of HR Solutions
George Sideris – Head of Vendor & Commercial
Mark Griffith – Director Customer Service Delivery
Walter Brkic – Head of Workplace Services
Angela Eastwell – Head of Production Services
Brian McCarthy – Head of Customer Service
Cheri Watts – Head of Service Management Office
Derek Winter – Director Cyber Security & CSIO
Nivi Newar – Head of Cyber Strategy & Governance
David Vohhradsky – Enterprise Security Architect
Simon Ng – Head of Cyber Security Operations
John Gorka – Head of Enterprise Identity
Ian Kolotas – Program Manager - Cyber

Position description

The Graduate program will consist of 3 rotations (6 months in a directorate) with an opportunity to gain varied and valuable experience. Within this program you will be assigned a mentor who will be available every step of the way to assist and provide support. Meaningful work will be provided to ensure that you develop your skill set with expected learning along the way. On a day-to-day basis you may find yourself working on a project, reviewing commercial relationships and contracts, working on new code development, bug-fixing, or taking part in workshops as part of new system deliveries.

Our rotational Graduate Program allows you to enjoy multiple experiences, roles and exposure in teams such as:
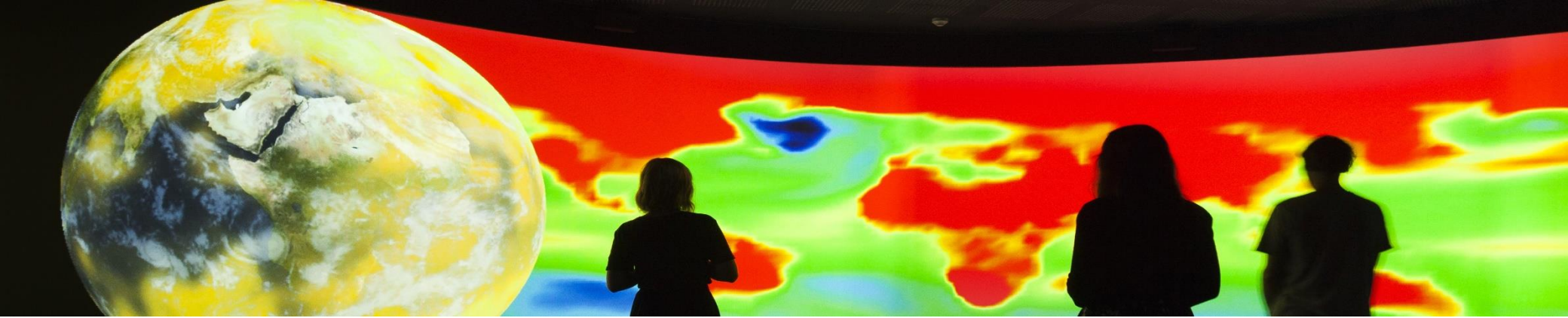
- Strategy, Architecture and Portfolio (SAP)
- Student, Academic and Research Solutions (StARS)
- Corporate Services
- Customer Service Delivery
- Cyber Security

As you move through the rotations you will gain experience in analysis, coding, risk management, strategy, establishing roadmaps, working with our world class consulting partners and delivering market leading tools and platforms to become an IT leader.

Accountabilities

- Participating in IT projects that provides a need for the community of UNSW
- Provide project support and coordination working collaboratively with team members
- Support IT leaders to assist on project planning, initiation, delivery, testing and implementation
- Provide support for operational needs of the university as defined in each rotation
- Provide a high level of customer service through front line and second level support processes
- Participate in analysis and development across a range of technologies and domains

- Generate and create reports ensuring data integrity, validation and analysis is carried out correctly
- Interact and engage with both internal and external stakeholders on tasks, projects, and troubleshooting
- Support software development, solution architecture and SOW development
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others

Skills and Experience

- Relevant tertiary qualification and be either in your final year of university or have graduated in the last one to two years
- Demonstrate competencies with problem solving, decision-making, persuasiveness, delegation, teamwork, conflict management and stress tolerance
- Strong presentation skills, both written and verbal, and the ability to structure and articulate messages to different audiences at all levels
- Strong analytical and problem-solving skills, ensuring that the underlying problem is understood, and a robust approach/solution is developed
- Experience in customer service and stakeholder engagement
- An understanding of and commitment to UNSW's aims, objectives, and values in action, together with relevant policies and guidelines
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

What else does the UNSW IT Graduate Program have to offer?

- **Rotation** road map developing experience with all the directorates in UNSW IT

- **Mentor Program** with our IT senior leaders and/or team members

- **Tech talks** where you will learn about the career paths and experiences of Directors and Leaders, current IT projects, Vendors and Partners.

- **Networking Events** attending regular events where you will meet with the UNSW IT cohort and a variety of stakeholders

- **Engagement & Social Activities** broader IT cohort, building relationships and connection within UNSW IT

- **Personalised Learning & Development Plan** that will support your growth and development specific to your professional goals and aspirations including training modules and on the job learning

UNSW Benefits & Entitlements

- The high level of **Superannuation** provided is one of our signature benefits. All UNSW employees (excluding casuals) receive a 17% superannuation contribution to their UniSuper account. Staff receive an additional **Leave Loading** end of year payment in the pay-run during or near to the Christmas holiday shutdown, made at 17.5% of four weeks base pay (pro-rata for new hires during the year) up to a specified cap.

- **Salary sacrificing initiatives** allow you to pay some or all of the offering before tax. Includes discounted fees to UNSW – YMCA Fitness & Aquatic Centre, Early Years day care centres, novated lease on a car and on campus carparking paid through salary sacrifice.

- Arc is your student organisation at UNSW. From Clubs to Volunteering; Sport to Events; Wellness to Help; and heaps more, making sure that your experience is the best that it can be.

- A range of retailers offer UNSW staff **Corporate discounts** for a variety of products and software, giving you extra savings, which can all be found on the Discounts & Entitlements page of our website. These corporate discounts include; DELL purchase program offer, JB-HiFi Discounts, Office365 Subscription, Adobe Creative Cloud Subscription and many more.

- Study Subsidy offers, 40% off tuition for eligible staff

- UNSW highly encourage flexible and hybrid working arrangements to increase work life balance Flexible Work Guidelines and the Flexible Work Toolkit.

- All UNSW staff Entitlements can be found in our Professional Enterprise Agreement.

unsw.edu.au