

Position description

Position title:	Team Leader, Student and Research Solutions
School/Directorate/VCO:	Information Technology Services (ITS)
Campus:	Mt Helen Campus. Travel between campuses will be required.
Classification:	Within the HEW Level 8 range
Employment mode:	Continuing appointment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Time fraction:	Full-time
Recruitment number:	849399
Further information from:	Andrew Matheson, Manager, Corporate Services Solutions, Information Technology Services Telephone: (03) 5327 9834 Email: a.matheson@federation.edu.au
Position description approved by:	Sahar Oujil, Director, Information Technology Services

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

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Position summary

The Team Leader, Student Research and Solutions (SRS) is responsible for ensuring the ongoing availability, maintenance and support of the University's Administration Systems (UAS) by providing technical leadership to SRS team.

The Team Leader is also responsible for planning and design of system upgrades, enhancements whilst directing Business as Usual (BAU) operations relating to system maintenance, implementation and integration, testing and release within the UAS to ensure business requirements are met so service(s) can be delivered cost effectively to the agreed service levels. System optimisation and continuous improvement also form part of this role.

Key responsibilities

1. Lead and provide guidance, direction and escalation support for the SRS team. Be the subject matter expert representing the team in any related SRS engagements with stakeholders and or vendor support of SRS assigned services.
2. Ensure SRS supported service's performance, security and data integrity comply with the Service Level Agreements (SLAs), Data Management Policies, Operational Level Agreements (OLAs).
3. In collaboration with other teams in ITS, contribute to the planning, developing, implementing and supporting services in accordance with the Enterprise Architect Plan (EAP) ensuring Information Technology Infrastructure Library (ITIL) processes are followed.
4. Manage internal Key Performance Indicator (KPI) measurement methods and metrics to support the continual improvement of service provision and their supporting processes. Ensure statistical and management reports are available to management as required.
5. Lead, manage and support staff to achieve agreed outcomes, including the Performance Review and Development Program and other Human Resources requirements.
6. Manage the Release Management module ongoing updates, regarding processes, procedures and documentation. Communicating any changes out to the wider ITS staff.
7. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.
8. Undertake the responsibilities of the position adhering to:
 - The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Team Leader, SRS works under the broad direction of the Manager, Corporate Services Solutions and works with a degree of autonomy to ensure the effective and efficient operation of the UAS, assuming responsibility for the ongoing maintenance and development of the UAS.

The Team Leader is responsible for providing leadership, supervision and expertise to their end-to-end Service Research and Solutions team (SRS) and in close liaison with the other Service Operations teams. The Team Leader is also a specialist and subject matter expert that is responsible and accountable for the design and implementation of properly authorised customisations and enhancements to UAS and any associated systems.

The Team Leader, SRS is responsible for managing budgets, resources and planning work priorities for their team.

The Team Leader, SRS will provide strategic support and advice to the ITS team and the wider University community. The position requires sound analytical and problem solving skills to enable the analysis of information and use of intuition and relevant experience to resolve issues in a timely manner in a complex and diverse environment.

The Team Leader, SRS is required to exercise judgement in relation to the UAS while considering the interdependencies across systems. The position is responsible and accountable for the end-to-end services within their team and ensuring minimal interruption to systems.

The Team Leader, SRS is required to have expertise in the operation of commercial software, including operating, middleware and database management systems used in the development and operation of the UAS. The position is also required to have broad technical knowledge of hardware on which the UAS runs.

The Team Leader, SRS will ensure that the services supported by the team adhere to current legislative requirements and ensure timely changes are made to adhere to future legislative requirements.

The Team Leader, SRS is required to have or develop an understanding of the multi-sector institution and the information reporting requirements of relevant government bodies. The position is also required to develop and maintain an in-depth knowledge of the structure and functions of the Faculties and Directorates/Sections within the University and an awareness of the ramifications of system unavailability.

The Team Leader, SRS manages an end-to-end Service Operations team and provides management support to this group and manages the allocated budgets as specified in the EAP.

Training and qualifications

A relevant postgraduate qualification or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Team Leader, SRS reports to Manager, Corporate Services Solutions and works in close liaison with other ITS team members.

The Team Leader, SRS is responsible for ensuring the availability and reliable operation of the UAS throughout the Schools and Directorates and across the wider University, including providing expert advice on scheduling, implementation and maintenance of services to the relevant staff within ITS and the wider University community.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. A relevant postgraduate qualification or progress towards postgraduate qualifications and extensive relevant experience; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience and ability to manage a team through providing guidance, support and leadership while working within budgetary constraints.
3. Demonstrated experience and understanding of the operations of multi-sector institutions and their relationship to DEEWR, Skills Victoria, VTAC and other relevant government agencies.
4. Demonstrated expert knowledge of the Oracle RDBMS environment and the Oracle software suite including:
 - Java development through either JDeveloper or Eclipse;
 - PeopleSoft PeopleCode 8.50 or later;
 - Oracle PL/SQL;
5. Demonstrated knowledge of PeopleSoft ERP applications in a university context is highly desirable.
6. Demonstrated experience of Information Technology Infrastructure Library (ITIL) processes and procedures.
7. Demonstrated experience to effectively manage complex projects and ability to effect change management across a range of applications with competing priorities and deadlines, including the demonstrated ability to proactively diagnose and solve technical problems.
8. Demonstrated communication, interpersonal and negotiation skills, including proven experience and ability to work effectively in a team and contribute to a positive and safe workplace culture.
9. Demonstrated alignment with the University's commitment to child safety.