POSITION DESCRIPTION

THE UNIVERSITY OF MELBOURNE

**Science IT, Science Secretariat**
Faculty of Science

# Senior Systems Specialist, Research & Teaching Platforms

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| **POSITION NO** | 0041721 |
| **CLASSIFICATION** | PSC 7 |
| **SALARY** | $88,171 - $95,444 p.a. |
| **SUPERANNUATION** | Employer contribution of 17% |
| **WORKING HOURS** | Full-time |
| **BASIS OF EMPLOYMENT** | Continuing |
| **OTHER BENEFITS** | http://about.unimelb.edu.au/careers/working/benefits |
| **HOW TO APPLY** | Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number. |
| **CONTACT FOR ENQUIRIES ONLY** | Uli Felzmann<br>Tel: 03 9035 4598<br>Email: ulif@unimelb.edu.au<br>*Please do not send your application to this contact* |

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

# Position Summary

The Senior Systems Specialist, Research & Teaching Platforms, will be responsible for providing operational support and expert advice in relation to specialised computing systems used in scientific research and teaching by clients of the Faculty of Science. Those systems include computers connected to lab equipment, a large Linux desktop fleet, various application servers and other hosted platforms.

We are looking for an experienced Systems Administrator with excellent Linux administration skills for project and BAU activities. The candidate must have automation (e.g. Puppet) and previous Service Desk experience.

The successful candidate will work in a team of 7 specialists and report to the Manager, Science IT.

## 1. Key Responsibilities

- Plan, design, deliver and maintain desktop-, server- and instrument-based systems (Windows. MacOS, Linux) used in research and teaching required by the Faculty of Science.
- Provide expert advice to academics on purchasing of specialist equipment and software packages, this will include requirement gathering and evaluation of possible solutions.
- Provide ongoing support and maintenance of specialist equipment and software packages.
- Provide expert advice on using internally and externally available services and platforms to support research teaching needs.
- Provide support to Software Developers in Science IT, Infrastructure Services and external organization to deliver software applications required by Faculty of Science clients.
- Support, maintain and continuously improve existing systems and services and ensure IT Security.
- Identify, troubleshoot and resolve problems on all supported platforms within Service Level Agreements.
- Develop and maintain detailed technical documentation.
- Participate in the planning and support of special events (such as Open Day).
- Foster the adoption of standards and good practices within the Science IT team.
- Keep up to date with emerging technology trends.
- Promote team work and collaboration, including knowledge sharing.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.
- Other duties as directed by the supervisor.

# 2. Selection Criteria

## 2.1 ESSENTIAL

- Completion of a tertiary qualification in Information Technology or related discipline (i.e. Software Engineering) and subsequent relevant experience; or an equivalent combination of relevant experience and/or education and training;
- Experience working in a large, complex and dynamic service-oriented, research intensive environment;
- A demonstrated commitment to service excellence with the ability to manage and prioritize workload or projects to meet deadlines;
- Strong analytical skills and problem-solving ability to be able to perform system analysis and recommend solutions;
- Excellent communication skills together with the demonstrated ability in liaising effectively with people at all levels;
- Demonstrated ability to perform and work both as a part of a team and autonomously;
- Excellent knowledge of, and experience with, deploying and administering different Operating Systems – in particular Linux – in a complex environment;
- Demonstrated programming skills in a variety of interpreted languages such as Python, PHP, Ruby or Bash;
- Demonstrated experience with identity and configuration management (Puppet);
- Demonstrated experience with virtualisation technologies and a developed understanding of high-performance computing (HPC) services.
- A strong attention to detail and an aptitude for self-learning.

## 2.2 DESIRABLE

- Acquired related industry certifications.
- Interest in science.

# 3. Job Complexity, Skills, Knowledge

## 3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Working under broad supervision of the Manager, IT Service Delivery, Research & Teaching Platforms and closely with fellow Science IT team members, the incumbent enjoys a high level of independence in making technical decisions. The incumbent is expected to show initiative in developing solutions to new problems or challenges that arise, escalating issues where appropriate, and implementing measures for continuous improvements that utilise emerging suitable technologies.

## 3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent requires strong problem-solving skills to effectively resolve the complex, varied issues that may arise in the diverse computing environment operated by Faculty of

Science clients. The incumbent is expected to resolve problems through the application of experience, sound judgement and consultation with other team members.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent requires detailed professional knowledge which comes from professional qualifications and/or experience in information technology or a related discipline. The incumbent needs to maintain a comprehensive and current knowledge of relevant IT technology and develop a good understanding of the IT service needs for clients in the Faculty of Science and those services offered by Infrastructure Services. The position requires proficiency in a wide range of technical and complex tasks, relying on a good understanding of the Faculty's research and teaching portfolio

### 3.4 BREADTH OF THE POSITION

The incumbent communicates both internally and externally with a wide range of clients from academic and professional staff, specialists in the research centres, students studying in the Faculty of Science, professional staff within Infrastructure Services, the Science Secretariat and other professional IT staff within the Melbourne School of Engineering and the Faculty of Medicine, Dentistry and Health Sciences. The incumbent is expected to establish good working relationships with those stakeholders and clients.

## *4. Equal Opportunity, Diversity and Inclusion*

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

## *5. Occupational Health and Safety (OHS)*

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.

OHS responsibilities applicable to positions are published at:

http://safety.unimelb.edu.au/topics/responsibilities/

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

# 6. Other Information

## 6.1 FACULTY OF SCIENCE

http://www.science.unimelb.edu.au

Science at the University of Melbourne is the most highly ranked Faculty of Science in Australia.* Science is defined by its research excellence in the physical and life sciences and is at the forefront of research addressing major societal issues from climate change to disease. Our discoveries help build an understanding of the world around us.

We have over 150 years of experience in pioneering scientific thinking and analysis, leading to outstanding teaching and learning and offer a curriculum based on highly relevant research, which empowers our STEM students and graduates to understand and address complexities that impact real world issues and the challenges of tomorrow.

We aspire to engage the broader community with the impact that Science has on our everyday lives. Through the strength of our internships and research project offerings, our students are provided opportunities to engage with industry partners to solve real-world issues.

The Faculty of Science has over 50,000 alumni and is one of the largest faculties in the University comprising seven schools: BioSciences, Chemistry, Earth Sciences, Ecosystem and Forest Sciences, Geography, Mathematics and Statistics, and Physics.

The Faculty is custodian of the Bio21 Molecular Science and Biotechnology Institute, Office for Environmental Programs and home to numerous Centres.

Science manages more than $290 million of income per annum, with a staff base in the order of 270 professional staff, and more than 580 academic staff.

We offer a range of undergraduate, honours, graduate and research degrees; enrolling over 8,600 undergraduate and 2,440 graduate students. The Faculty of Science is the custodial Faculty for the BSc (Bachelor of Science). The Faculty of Science is a leader in research, contributing approximately $70 million in HERDC income per annum. The Faculty of Science is highly research focused, performing strongly in the ARC competitive grants schemes, often out-performing the national average. The Faculty of Science is currently growing its competitiveness and standing in the NHMRC space.

The Faculty of Science provides community services and industry partnerships based on a solid foundation of research in the pure and applied sciences. The Faculty has an endowment of approximately $56 million. The annual income from the endowment supports more than 120 prizes, scholarships and research awards.

## 6.2 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 employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers.

*Figures from the latest available data for 2015, including published international rankings data.

## 6.3 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. http://about.unimelb.edu.au/strategy-and-leadership

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. http://research.unimelb.edu.au/our-research/research-at-melbourne

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health;

on harnessing our contribution to the ‘convergence revolution’ of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

- Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

## 6.4 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at http://www.unimelb.edu.au/governance