LEAD SYSTEMS ENGINEER

DEPARTMENT/UNIT	Technology Services
FACULTY/DIVISION	VP Services
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

At Monash, work feels different. There's a sense of belonging, from contributing to something groundbreaking – a place where great things happen. You know you're part of something special and purposeful because, like Monash, your ambitions drive you to make change.

We have a clear purpose to deliver ground-breaking intensive research; a world-class education; a global ecosystem of enterprise – and we activate these to address some of the challenges of the age, Climate Change, Thriving Communities and Geopolitical Security.

We welcome and value difference and diversity. When you come to work, you can be yourself, be a change-maker and develop your career in exciting ways with curious, energetic, inspiring and committed people and teams driven to make an impact – just like you.

We champion an inclusive workplace culture for our staff regardless of ethnicity or cultural background. We have also worked to improve gender equality for more than 30 years. Join the pursuit of our purpose to build a better future for ourselves and our communities – #ChangeIt with us.

Vice-President (Services) leads several core University services and functions across a growing global University landscape, including our domestic and international campuses and entities. Vice-President (Services) embodies a strong culture of service excellence and executes large-scale and innovative projects across key University functions including; Group Information and Records Management; Group Cyber Risk and Resilience; Digital Transformation; Enterprise Systems; and our core IT services teams, being, Technology Services, Enterprise, Data and Academic Services, Service Governance, and our IT Service Desk and Service Centres. As leaders in innovation, we understand the importance of bringing these functions together to enhance the experience for our staff, students, researchers, and alumni. Vice-President (Services) is well positioned to lead and ensure continued operational excellence as outlined in the University's strategic plan, Impact 2030.

POSITION PURPOSE

The Lead System Engineer is responsible for the day to day management and operations of the infrastructure fleet, ensuring services availability and adherence to agreed service targets. The role is responsible for resource management and for the development and interpretation of policy, operating procedures, strategies and reporting mechanisms.

The Lead System Engineer works closely with the other technology services disciplines to develop a suite of standard solutions to be delivered by the infrastructure platforms team. Additionally, the role is required to collaborate in the design of bespoke solutions to meet specific business objectives. Critical to the success of the role is the ability to engage and influence senior level stakeholders, plan and implement major change initiative to ensure the optimal delivery of projects that have a University wide impact.

The role is responsible for providing expert advice and championing the adoption of best practice, policies and standards in relation to ICT infrastructure management within the CIO Portfolio.

Reporting Line: The position reports to the Delivery Leader, Technology Services under broad direction, working with a considerable degree of autonomy

Supervisory Responsibilities: This position provides direct supervision to 9 staff

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Lead and manage computing and storage capabilities in collaboration with researchers, industry partners and other senior University stakeholders

2. Lead and develop a highly-trained, motivated and professional team including mentoring, coaching and managing performance to deliver business outcomes

3. Contribute to strategic planning of Monash infrastructure platforms by providing guidance and analysis on system options, associated risk, cost vs. benefits, and the impact of their implementation on portfolio wide processes and strategic goals

4. Contribute to the security of the University infrastructure and applications to ensure that data and operation of the University are protected from threats, both malicious and inadvertent

5. Promote and drive the adoption of DevOps standards, guidelines and best practices in line with industry standards and best practice

6. Oversee and contribute to the day-to-day operations of various hardware systems, software applications and network components

7. Provide specialist, expert advice and internal consulting services on the effective and correct use of specialist systems to further enhance organisational capabilities

8. Lead and manage significant strategic projects, large scale review and development of policy and procedure, and complex compliance and quality processes

9. Manage and oversee risk, compliance and quality assurance processes for the functions managed, including regular monitoring and reporting in accordance with University and legislative requirements, and maintaining system documentation and disaster recovery plans

10. Develop and maintain strong partnerships with other relevant business units, functional areas and key staff, including provision of expert advice

11. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:

   - Postgraduate qualifications in information technology or computer science, ITIL Foundation certification and extensive relevant experience; or
   - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. A broad knowledge, understanding and experience in operating and supporting large scale public and private cloud infrastructures
3. Extensive Linux administration and tuning experience
4. Knowledge in various scripting and programming languages, system & server administration and mass system deployments
5. Experience in configuration management tools, and associated source code version management and review systems
6. Demonstrated skills and capability in team management and staff supervision, including mentoring and capability development
7. Demonstrated commitment towards customer service
8. Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
9. Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- On-call (including rostered on-call requirements) may be required
- This position will require a successful National Police Record check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.