Federation University
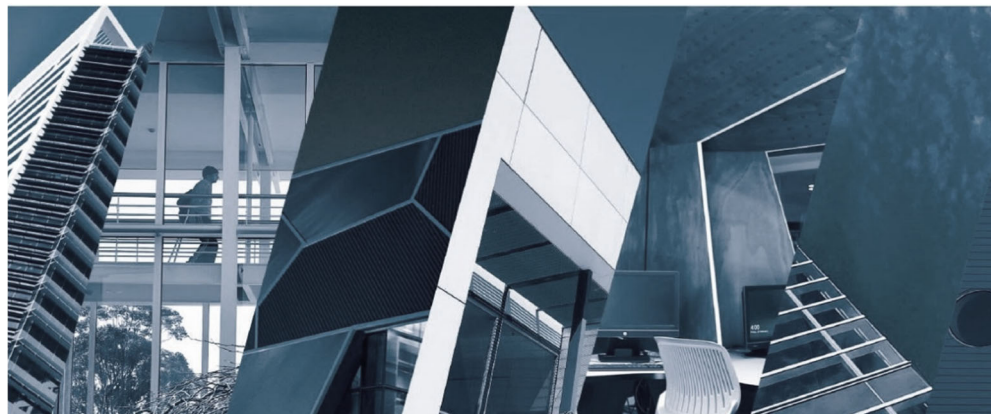
Position Description

Position title:	Team Leader, Infrastructure
School/Directorate/VCO:	Information Technology Services (ITS)
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 8 range
Time fraction:	Full-time
Employment mode:	Continuing employment
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Andrew Matheson, Manger, Corporate Services Solutions Telephone: (03) 5327 9384 E-mail: a.matheson@federation.edu.au
Recruitment number:	849976

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together.

Across our university and TAFE campuses in Ballarat, Berwick, Brisbane, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, as well as a growing Brisbane base, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

Portfolio

Information Technology Services (ITS) strives to be an innovative and reliable partner to the University, engaging all areas of the business in a collaborative and adaptable approach. ITS provides dependable services, whilst ensuring excellence in what we do, with quality and integrity.

Comprising of several cross-functional teams supported by an underpinning service support layer and governed by an overall strategic services and business solutions framework, ITS ensures that investment in technology is fit for purpose and benefits the University.

Position summary

The Team Leader, Infrastructure ensures the ongoing availability, maintenance, and support of the University's Administration Systems (UAS) by providing technical leadership to an end-to-end Infrastructure team. This includes assisting in the planning and design 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.

The Team Leader, Infrastructure will have functional control of the creation, ongoing maintenance and support of the organisation's databases, operating systems, network infrastructure, telephony infrastructure, backup solutions and identity and access management. The position is also responsible for ensuring the smooth transition of infrastructure asset deployment and disposal activities and maintaining the University's ITS infrastructure.

Key responsibilities

1. Lead and provide guidance, direction and escalation support for the Service Operations (Infrastructure) team.

2. Maintain an operational maintenance schedule for all infrastructure works planned or current. Be the subject matter expert in any related Infrastructure engagements with stakeholders and/or vendor support of Infrastructure assigned services.

3. Manage the ITS infrastructure hardware procurement and asset lifecycle activities in accordance with University policy and procedures, ensuring the Infrastructure operational maintenance schedule is forward planned to minimise institutional risk, related to ITS Infrastructure supported hardware.

4. Manage the Service Operations team (Infrastructure), including developing and broadening the capability of the team, and providing coaching and advice to various stakeholders.

1. Ensure Infrastructure supported service's performance, security and data integrity comply with the Service Level Agreements (SLAs), Operational Level Agreements (OLAs) and project commitments.

2. In collaboration with other teams in ITS, assist in planning, developing, implementing and supporting services following the Enterprise Architect Plan (EAP) ensuring Information Technology Infrastructure Library (ITIL) processes are followed. Team Leader Infrastructure will be responsible for project management of ITS Infrastructure projects.

3. 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.

4. Maintain overall responsibility for leadership, management and decision-making for the Infrastructure team, providing technical knowledge and leadership in the specific applications support activities covered by the team.

5. Lead, manage, and support staff to achieve outcomes. This includes managing the Performance Review and Development Program and other Human Resources requirements.

6. 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.

7. 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, Infrastructure manages the team and is also responsible for managing budgets, resources and planning work priorities for their team and will provide strategic support and advice to the ITS team and the wider University community.

The Team Leader, Infrastructure 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 position is responsible for any ITS Infrastructure supported hardware procurement and hardware lifecycle activities, as well as managing asset deployment and disposal related to hardware.

The Team Leader, Infrastructure ideally possesses an understanding of multi-sector institutions and the information reporting requirements of relevant government bodies. This position must also develop and maintain an in-depth knowledge of the structure and functions of the Schools and Directorates/Sections within the University and an awareness of the ramifications of system unavailability. The position will also have a broad understanding of relevant policies, procedures and guidelines and their wider application across the University.

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.

The Team Leader, Infrastructure is required to have broad technical knowledge of server and network hardware.

Position and Organisational relationships

The Team Leader, Infrastructure reports to the Manager, Corporate Services Solutions, and will work collaboratively to ensure ITS has the necessary resources, skills, and knowledge transfer.

The Team Leader, Infrastructure manages the team and provides management and leadership support to this group including allocated budgets.

The Team Leader, Infrastructure works in close liaison with ITS team members to foster strong relationships, in addition to collaborating with key internal and external stakeholders to support the UAS.

The Team Leader, Infrastructure requires agile but sound analytical and problem-solving skills to enable the analysis of information and the use of intuition and relevant experience to resolve issues promptly in a complex and diverse environment. The Team Leader, Infrastructure is required to exercise judgement concerning 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 and preferred out of hours interruption to systems.

The Team Leader is a specialist and subject matter expert that is responsible and accountable for the design and implementation of properly authorised customisations and enhancements to end-to-end services within the team. The Team Leader, Infrastructure 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.

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. Knowledge and expertise in Cloud applications in a university context is highly desirable.

2. Demonstrated leadership of competent, customer service focused, cohesive and capable teams that are agile, flexible and committed to a problem-solving approach in service delivery, while working within budgetary constraints.

3. Demonstrated extensive experience in managing IT infrastructure in a complex IT environment, including demonstrated experience in network and server hardware procurement and asset lifecycle activities.

4. Demonstrated understanding and application of the Information Technology Infrastructure Library (ITIL) processes and procedures.

5. Demonstrated ability to effectively manage complex projects and the ability to embrace continuous improvement and change across a range of applications. Including managing competing priorities and deadlines, with the demonstrated ability to proactively diagnose and solve technical problems.

6. Demonstrated knowledge and application of RDBMS environments, and enterprise-grade Microsoft productivity technologies.

7. Ideally, the demonstrated understanding of the operations of multi-sector institutions and their relationship to DEEWR, Skills Victoria, VTAC and other relevant government agencies.

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.

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

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.