Position Description
Team Leader, Systems

Details

Faculty or Portfolio	University Services Portfolio
Division or School or Institute / Team	Digital Services, DS Systems
Employment	Continuing, Full-Time
Location	Geelong Waterfront Campus
Classification	HEW 9
Manager	Systems Unit Manager

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

Strategic Plan – Deakin 2030: Ideas to Impact

Benefits of working at Deakin

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Overview

Oversees the design, support, maintenance and operational delivery of the computer and storage infrastructure within Deakin's Data Centres and in the Cloud. Provides specialised technical direction and advice and manages a team of Systems Administrators, who are assigned to incident resolution, request fulfillment, and delivery of operational, tactical, and strategic IT projects. Leads the infrastructure component of solution architecture designs, in consultation with Solution Architects and other technical staff. Performs or oversees evaluation of new technologies and tools as opportunities for innovation, service improvement and operational excellence. Assesses technical risk and mitigation strategies and ensures high quality standards are met by all members of the Systems team. Provides support and advice to members of Digital Services, Faculties, Institutes and other University stakeholders regarding deployment, integration, customisation and security of enterprise ICT solutions.

Responsibilities

- Recognise and reward performance and behaviours that contribute to the delivery of results and high-quality outcomes that meet the needs of a diverse range of stakeholders
- Actively engage and enable collaboration across teams and with a diverse range of stakeholders to negotiate inclusive and accessible solutions and achieve strategic goals
- Actively encourage and coach others to question traditional assumptions, promotes ideas and review practices and policies and translate into workplace improvements
- Analyse problems, weigh up a range of options to identify accessible and inclusive solutions and translate complex issues into clear and understandable goals and targets for Deakin
- Ensure the quality of Installation, configuration and maintenance of hardware, operating systems and software. This includes operating system updates, patches, software updates, firmware updates, security patches and general configuration maintenance
- Ensure computer software and hardware facilities are operating at optimum levels and correct any failures, including troubleshooting, diagnosis and rectification of system software faults
- Development of and/or oversee the development of new software, and modification of existing software, including development, testing and release
- Monitor services for faults (software, hardware, configuration and environmental)
- Develop, maintain and use a variety of systems, processes, diverse range of people and sources to gather information and gain deeper understanding and make critical strategic decisions
- Plan for and manage risks and ensures timely delivery of programs and services
- Use accepted theory and practices to develop and deploy continuous improvement actions to ensure implementation of continuous improvement strategies in own work area
- Act as a coach and work with team members to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable, and productive working environment.

Relationships

- Internal relationships: Digital Services, Senior Leaders, Delivery Managers, Customer Experience Hub.
- External relationships: Representatives from other universities and organisations, vendors, Contractors.

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Selection

Qualifications and experience

- Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
- An equivalent combination of relevant experience and/or education/training *(Computer Science, Electrical Engineering or a related discipline))*
- Experience managing a team of technical specialists
- Extensive Experience providing technical leadership and solution architecture for complex infrastructure projects
- Extensive experience administering Red Hat Linux or Windows Server
- Extensive Experience trouble-shooting complex systems
- Experience in programming or scripting e.g., UNIX shell scripting, Perl, PHP, PowerShell, and SQL
- Experience with a large site (24 x 7 environment, 50,000+ users, 1000+ servers, geographically dispersed)
- Experience administering Common internet services such as Apache/PHP, Microsoft 365, LDAP, DNS and DHCP
- Experience with cloud computing services such as AWS, Azure or GCP
- Experience with scripting or programming, or infrastructure as code

Capabilities

- **Navigating Complexity**: Proactively and quickly making sense of complex issues; responding effectively to difficult and ambiguous situations
- **Environmental Scanning**: Seeks emerging trends; identifies issues within field of expertise and University context
- **Analysis and Problem Solving**: Sources relevant information; identifies problems and offers sustainable practical solutions
- **Continuous Improvement**: Proactively improves the efficiency and quality of existing materials processes and systems
- **Leading Teams:** Uses appropriate methods to support, develop, motivate, and guide the team to achieve successful outcomes
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders

Special Requirements

- Infrequent work outside business hours is required (e.g., work at evening or weekend events is required)
- Working with Children Check (refer to Recruitment Procedure)

Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.