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| **Position Description** |

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| **Team Lead, Platforms** |
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| **Position No:** |  |
| **Department/Team:** | Enterprise Services |
| **School/Division:** | Information Services |
| **Campus/Location:** | Bundoora |
| **Classification:** | HEO9 |
| **Employment Type:** | Continuing |
| **Position Supervisor:** **Supervisor Position Number:** | Senior Manager, Platforms & Storage |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**For enquiries only contact:**

Name: TEL: Email:

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| **Position Description** |

**Team Lead, Platforms**

**Position Context:**

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Enterprise Services department within Information Services is responsible for the design, implementation and management of all core IT services utilised by all Information Services (IS) teams and University stakeholders. Critically Enterprise Services is also the day to day ‘front of house’ for the University Community through the provision of the IS Customer Service Desk.

Enterprise Services also serves as the IT quality assurance hub for the University through the provision of testing strategy, standards, practices and deployment management as well as setting and governing the implementation of ITIL practices for IS.

The Enterprise Services department provides design through to monitoring and optimisation of core infrastructure services.

The Platform team provisions and supports the University IT platforms, environments and servers.

They participate in projects, ensure availability and security of environments, and provide timely response and resolution of all issues and work requests."

Duties and level of responsibility include, but are not limited to:

* Manage a team of technical specialists with accountability for ensuring the successful provision of platform systems and services (in hosted, virtual and cloud environments, as required), participation in projects, and providing timely responses and appropriate resolution of all issues and work requests.
* Provide expertise to inform planning and strategy development for the Platforms & Storage team.
* Create, maintain and review policies and procedures relating to the work area .
* 2nd and 3rd level incident and problem management including timely response and appropriate resolution of all issues and work requests (including being an escalation point for complex problems).
* Complex knowledge transfer to the Service Desk, including providing expertise, identifying and documenting workarounds, check lists, and updating the knowledge base.
* Successful support and provision of platform systems services including administration of user access, email systems, file services and print services, in hosted, virtual and cloud environments, as required.
* Design, development and implementation of new/enhanced platform services.
* Maintain patching levels of all platform systems including security-related patches, operating system patches and middle/firmware patches.
* Monitoring stability (availability) and security (threat detection) of all platform systems using system monitoring tools and checking of operating system logs and application logs.
* Work with other IS teams (including Security) to detect and respond to threats and addressing security concerns as detected.
* Provide 24 hour/7 days-a-week rostered, on-call support for critical IT services in accordance with the La Trobe University Collective Agreement On-Call Arrangements, as required.
* Participate in projects and perform task as directed by project managers.
* Creating and maintaining systems documentation including initial system builds, configuration changes and patches applied to each system.
* Collaboration and transfer of knowledge between team members to help raise the overall skill level of the team, ensuring skills coverage across the team, and adopting common approaches, through documenting complex tasks and providing expert advice and assistance, as required
* Liaise with the wider IS Division and external vendors (as required) to co-ordinate changes and for consultation, demonstrations and services.
* Ensure appropriately cross-skilled in all required environments by attending appropriate training (either formal or self-managed) and attending user forums.
* When required, install, configure and administer system tools and applications.

**Leadership accountabilities include:**

* Supporting a culture of empowerment and achievement, inspiring the team to learn, develop, unlock their potential and succeed.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and the team accountable for demonstrating targeted behaviours.
* Actively contributing to shaping the team within the context of the division and in alignment with La Trobe strategies.
* Understanding the whole of University context and supporting the CIO, IS leadership team and staff in executing assigned initiatives, taking the needs of others into account.
* Building a high performing team through succession and workforce planning practices; recognises the value of and promoting diversity in the workplace.
* Responding flexibly to changing circumstances, deploys resources astutely and identifies optimum resourcing combinations.
* Creates a flexible environment that supports and enables the team to meet changing demands.
* Delivers constructive feedback and manages under-performance.
* Offers support to the team in times of high pressure, seeks assistance as required. Celebrating success and engaging in activities to maintain morale.
* Managing the allocation or use of team's resources, making short term commitments without authorisation from higher levels, taking into consideration team's total accountabilities and workload.
* Contribute to development and implementation of a roadmap for transformation of their team's systems and services to meet the current and future University needs.
* Ensuring that University and divisional processes, practices and standards are adhered to.
* Instituting personal and team reflection and evaluation practices to drive a continuous model of improvement.
* Taking accountability for Career Success and development planning of self and team.
* Interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.

**Key Selection Criteria:**

* Highly developed technical knowledge, analytical and conceptual skills with the proven ability to adapt to new situations and develop highly creative solutions to complex platform problems.
* Advanced knowledge and experience in Windows and Linux platform and server technologies and awareness of industry developments, and demonstrated ability to apply these in a complex, corporate environment.
* Experience managing a technical team to: harden, manage and tune operating systems in hosted, virtual and cloud-based environments (include security policies, identity management, environment management and monitoring and server virtualisation); install, configure and administer system tools and applications; manaaged on-premise servers, file storage/systems, including backup/restore and disk configuration, applications and media; manage email systems.
* Demonstrated skills in problem solving in a mission critical environment.
* Knowledge of ITIL, namely Change Management, Incident Management, and Problem Management.
* A degree with substantial extension of the theories and principles, learned through relevant work experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Proven ability to deal with concepts, complex information or situations in an efficient and effective manner.
* Demonstrated experience in the management of people and material resources - including demonstrated ability of: achieving outcomes through leadership of a high performing team; managing budget allocations; mentoring and coaching team members through all stages of career and personal development; taking responsibility for achievement of objectives and programs affecting the division and more broadly the University.
* Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
* Excellent interpersonal and customer relationship skills and demonstrated experience in liaising with internal and external stakeholders (including vendors) at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.

**Essential Compliance Requirements:**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities:**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: