

POSITION DESCRIPTION



Business Services
Chief Operating Officer Portfolio

Solution Consultant

POSITION NUMBER	0056200
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$119,752 - \$129,607 Click or tap here to enter text. per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Graham Sadler Tel tbc graham.sadler@unimelb.edu.au <i>Please do not send your application to this contact</i>

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

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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

Find out more about the University's strategy, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

Within Business Services, Academic Technology encompasses the Student and Learning and Research Domains. Academic Technology develops and strategically manages the information technology needs of academics and students across the University by providing project delivery, uplift, management and support for core and enterprise teaching, learning and research systems.

The Technology Engagement group within the Academic Technology Domain that will proactively engages with all user groups (Professional, Teaching and Research) to increase awareness of the various IT services that are available across the University and will provide advice on which ones will be most suitable for individual user's specific requirements. The team will either guide to them to the most appropriate existing service or will help to coordinate and establish new solutions where required.

In addition, the team will also provide a software development function with a primary focus on new service innovation projects. The team will also be responsible for establishing close working relationships with all of the software development groups across the University to establish common standards and patterns and provide clearer development support pathways.

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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The successful candidate will be responsible for proactively engaging with user groups across the University to improve awareness of the IT services that are available to them and to provide consultancy services for users with complex technical requirements.

This role requires excellent communication skills and broad and deep technical knowledge, with the candidate needing to understand complex user requirements and being able to coordinate with various delivery teams to implement solutions.

The role supports the provision of services by engaging in the following processes: Initiative / Demand Management & Prioritisation, Solution Consulting & High-Level Analysis and Stakeholder Relationship Management.

The role works closely with Business Analysts and Solution Architects as well as a variety of other IT and business stakeholders.

Reporting line: Manager – Technology Engagement

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Moderate

Judgement: Significant

Operational context: All of university

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

1. Engagement & Awareness

- Proactively engage and establish, build and maintain effective working relationships with users across the University's professional, teaching & research communities to understand business problems and identify effective solutions.
- Proactively engage with all teams across the University who are providing an IT function to establish an effective working relationship and to gain an in-depth understanding of the services that they provide.
- Proactively engage with users across the University to raise awareness of the various IT services and support teams that are available and assist them to identify which service or combination of services are most appropriate to address their needs.
- Develop and deliver presentations, informational material and conduct educational sessions.

2. Consultancy

- Take responsibility for understanding client requirements, collecting data, delivering analysis and guiding delivery teams through to problem resolution.
- Manage small projects by identifying issues, evaluating and recommending options, implementing if required and where capacity permits.
- Create and maintain project documentation in line with documentation standards.
- Actively collaborate and consult with all necessary internal and external stakeholders to facilitate the overall design and implementation of solutions.

- Seek to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
- Manage expectations and interactions with business stakeholders, while addressing any queries or concerns regarding proposed solutions.
- Provide information on the Demand process, guiding business stakeholders through the Demand process after providing initial high-level analysis.
- Work with Solutions Architects to design solutions that best meets the stakeholder's requirements.

3. Technical Expertise

- Maintain a broad and in-depth knowledge of the University's IT service offerings and associated technology strategies and roadmaps.

4. Innovation & Improvement

- Identify current service pain points and actively seek opportunities for existing service improvements and new service innovations.
- Actively participate in the Business Services demand process to ensure that new demand items are captured and prioritised appropriately.

Selection Criteria:

Education/Qualifications

1. The appointee will have:

Relevant tertiary qualifications in information systems, computer science or engineering to at least Bachelor level, or a combination of at least 10 years' equivalent mix of education and relevant experience. please ensure that you include "or an equivalent combination of relevant experience and education/training" per the current Enterprise Agreement classifications

Knowledge and skills:

2. Demonstrate COO values by acting in the best interest of your employer; displaying service excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively, connecting with people and building relationships in your workplace.
3. A clear communicator, exceptional problem solver, creative thinker - with the credentials to guide and influence others and drive innovation.
4. A broad knowledge and experience of IT technologies and trends, including virtualization, networks, storage, hardware and security issues.
5. Demonstrated experience in coordinating large-scale, cross-organisational initiatives with multiple stakeholders in complex technical environments.
6. A proven ability to develop strong trusted relationships with a range of different stakeholders.

7. Well-developed consultancy skills with an ability to make broad based considerations and to combine these to present a coherent and complete picture to a variety of stakeholders.
8. A proven ability to apply an analytical approach to problem solving.
9. A proven ability to work on multiple initiatives simultaneously.

Personal Qualities:

1. Ability to work on multiple initiatives simultaneously.
2. Maintains a positive attitude and continues to deliver consistent quality work in the face of challenging situations.
3. Approaches activities, decisions and outcomes from the perspective of working with others
4. Considers situations, activities, decisions and outcomes from the perspective of how people of different ethnic, religious, professional or social identifications might see them.
5. Customer oriented, business outcomes focused, with the ability to take initiative and work autonomously without being asked or directed to do so.
6. Ability to relate to both technical and non-technical stakeholders.

Other job related information:

- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.
- ▶ Travel to other locations may be required from time to time, dependent on project needs.