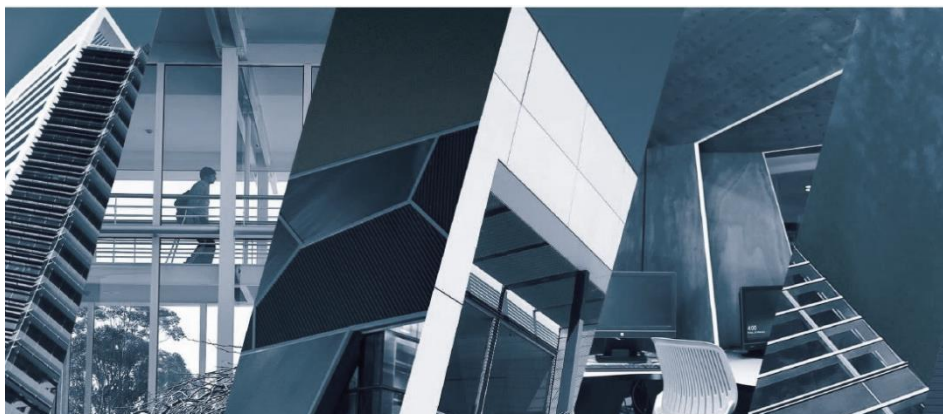


Position Description



Position title:	Team Leader, Student and Research Solutions
School/Directorate/VCO:	Information and 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
Probationary period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Andrew Matheson, Manager, Service Operations Telephone: (03) 5327 9384 Email: a.matheson@federation.edu.au
Recruitment number:	851823

Position summary

The Team Leader, Student Research and Solutions (SRS) is responsible for ensuring the ongoing availability, maintenance, and support of the University's Administration Systems (UAS) by providing technical leadership to SRS team.

The Team Leader is also responsible for planning and design of system upgrades, enhancements 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.

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.

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.

To be successful at Federation University you must be willing to enthusiastically embrace the university's ambition as expressed in the 2021 - 2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Lead and provide guidance, direction, and escalation support for the SRS team. Be the subject matter expert representing the team in any related SRS engagements with stakeholders and or vendor support of SRS assigned services.
2. Ensure SRS supported service's performance, security and data integrity comply with the Service Level Agreements (SLAs), Data Management Policies, Operational Level Agreements (OLAs).
3. In collaboration with other teams in ITS, assist in planning, developing, implementing, and supporting services in accordance with the Digital Architecture project ensuring Information Technology Infrastructure Library (ITIL) processes are followed.
4. 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.
5. Maintain overall responsibility for leadership, management, and decision-making for the SRS team, providing technical knowledge and leadership in the specific applications support activities covered by the team.
6. Lead, manage and support staff to achieve agreed outcomes. This includes managing the Performance Review and Development Program and other People and Culture business area requirements.
7. Develop and maintain strong communication relationships with internal ITS teams, internal University business areas and external parties to best support the University in its priorities, both now and in the future.
8. Manage the Release Management module ongoing updates, regarding processes, procedures, and documentation. Communicating any changes out to the wider ITS staff.
9. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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>.
10. 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, SRS works under the broad direction of the Manager, Service Operations 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 Team Leader is responsible for providing leadership, supervision, and expertise to their end-to-end Service Operations team (SRS) and in close liaison with the other Service Operations teams. The Team Leader is also a specialist and subject matter expert that is responsible and accountable for the design and implementation of properly authorised customisations and enhancements to UAS and any associated systems.

The Team Leader, SRS is responsible for managing budgets, resources and planning work priorities for their team.

The Team Leader, SRS will provide strategic support and advice to the ITS team and the wider University community. The position requires sound analytical and problem-solving skills to enable the analysis of information and use of intuition and relevant experience to resolve issues in a timely manner in a complex and diverse environment.

The Team Leader, SRS is required to exercise judgement in relation to 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 interruption to systems.

The Team Leader, SRS 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. The position is also required to have broad technical knowledge of hardware on which the UAS runs.

The Team Leader, SRS will ensure that the services supported by the team adhere to current legislative requirements and ensure timely changes are made to adhere to future legislative requirements.

The Team Leader, SRS is required to have or develop an understanding of the multi-sector institution and the information reporting requirements of relevant government bodies. The position is also required to develop and maintain an in-depth knowledge of the structure and functions of the Faculties and Directorates/Sections within the University and an awareness of the ramifications of system unavailability.

The Team Leader, SRS manages an end-to-end Service Operations team and provides management support to this group and manages the allocated budgets.

Position and Organisational relationships

The Team Leader, SRS reports to Manager, Service Operations and works in close liaison with other ITS team members.

The Team Leader, SRS is responsible for ensuring the availability and reliable operation of the UAS throughout the Institutes and Directorates/Sections and across the wider University, including providing expert advice on scheduling, implementation, and maintenance of services to the relevant staff within ITS and the wider University community.

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:

Training and qualifications

1. Completion of:

- 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.

Experience, knowledge, and attributes

2. Demonstrated experience and ability to manage a team through providing guidance, support and leadership while working within budgetary constraints.

3. Demonstrated experience and understanding of the operations of multi-sector institutions and their relationship to DEEWR, Skills Victoria, VTAC and other relevant government agencies.
4. Demonstrated expert knowledge of the Oracle RDBMS environment and the Oracle software suite including:
 - Java development through either JDeveloper or Eclipse;
 - PeopleSoft PeopleCode 8.50 or later;
 - Oracle PL/SQL;
5. Demonstrated knowledge of PeopleSoft ERP applications in a university context is highly desirable.
6. Demonstrated experience of Information Technology Infrastructure Library (ITIL) processes and procedures.
7. Demonstrated experience to effectively manage complex projects and ability to effect change management across a range of applications with competing priorities and deadlines, including the demonstrated ability to proactively diagnose and solve technical problems.
8. Demonstrated communication, interpersonal and negotiation skills, including proven experience and ability to manage a team and ensure 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.