

# POSITION DESCRIPTION

Business Services  
Chief Operating Officer Portfolio

## Senior Platform Engineer

POSITION NUMBER	0024197
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 8 - \$108,009 - \$116,906 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 <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , 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	Drew Poynton Tel +61 3 83443639 Email <a href="mailto:drew@unimelb.edu.au">drew@unimelb.edu.au</a> <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](http://about.unimelb.edu.au/careers)

## 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 the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of eight sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Finance
- Legal and Risk
- 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.

Enterprise Platform Services are responsible for the University's centralised IT infrastructure environment. This includes virtualisation, containerisation, public cloud platforms, servers, storage, backup, Microsoft and Linux operating systems, mail gateways, identity and access, databases, Oracle software, enterprise monitoring and infrastructure automation.

## **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 address 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:**

Performs a senior platform engineering role managing the University's enterprise systems. This includes technologies encompassing Microsoft, Unix, virtualisation, cloud, automation and monitoring systems and services. They will use these technologies to ensure technical and operational stability, functionality and currency of the systems and infrastructure are maintained, to facilitate delivery of quality outcomes in the achievement of Business Services objectives.

Has key service delivery responsibilities and is required to engage and interface with a wide range of internal and external customers and be integrated into related project work. They will continually align to current best practise operations and are expected to thrive in delivering customer service excellence.

Reporting line: Team Lead, Platform Engineering

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: NA

### **Key Dimensions and Responsibilities:**

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide

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:**

- Communicate effectively with customers over the phone or in person by actively listening and asking relevant questions to accurately diagnose the query/incident and resolve and/or provide relevant advice.
- Take part in the continuous improvement of the technical services management practices, processes and systems designed to improve efficiency, capacity, and availability, and realise high levels of client satisfaction.
- Provide technical expertise to team members, customers, and other areas of Enterprise Technology.
- Support technical design activities and analyse and develop technology standards in collaboration with technical and team leads.
- Maintenance of the platforms in accordance with industry best practices and operational configuration documentation.
- Define performance and uptime objectives and monitor environment to ensure compliance, in accordance with yearly operational plans and expectations.
- Provide technical expertise to resolve complex operational work assignments (Incident, Request, Problem, Change, Release and Configuration Database) as per Service Level Agreements.
- Perform standardised configuration, management, automation, orchestration and maintenance tasks for related compute, file systems, networking, clustering, storage, applications, and platform services.

- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on all supported systems.
- Accountability for self-development of skills relating to the technology and services and take part in the continuous improvement of operational processes and be aware of emerging technologies which may be utilised to enhance operational processes.
- Recommend and execute modifications to supported systems to improve efficiency, reliability, and performance.
- Meet compliance and quality assurance requirements, in line with the University's risk management framework including OH&S, legislation, statutes, regulations and policies.
- Support technical design activities.
- Escalate appropriate operational and project issues to the Team Leader.

#### **Selection Criteria:**

##### **Education/Qualifications**

1. The appointee will have post graduate qualifications in a relevant discipline and/or equivalent mix of education and relevant experience.
2. A qualification in ITIL and/or previous experience using ITIL at a practical level.
3. Microsoft, Unix, VMware and AWS certifications advantageous.

##### **Knowledge and skills:**

1. Demonstrate Business Services 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.
2. High level of experience and knowledge with the following or the proven ability to expand skillset to include the majority:
  - Microsoft products including Server, Office 365, Active Directory and Azure.
  - Unix systems including RedHat and Ubuntu servers and Kubernetes containerisation.
  - AWS including VPC, Cloud Formation and EC2
  - VMware including ESXi, NSX-T and vRealise suite.
  - Automation and Orchestration products including Terraform, Ansible Tower and GitLab

- Monitoring products including Splunk, Nagios, SCOM and Grafana
  - SAN, NAS and fibre switching including Pure Storage, NetApp and Brocade
  - Backup products including CommVault
3. High level of experience in managing, automating and maintaining large scale storage, server & backup infrastructure and cloud services within a complex environment.
  4. Highly developed ability to interpret service monitoring and alerting information to drive service availability, capacity and maintainability.
  5. Highly developed root cause problem analysis expertise and extensive knowledge of, and experience in, the development and management of all platform services maintained by the team.
  6. Experience in managing external vendors and outsourced services to deliver effective service outcomes.
  7. Experience and ability to document service processes and systems in required repositories including wikis, CMDBs and project artifacts.

**Other job related information:**

- Occasional work out of ordinary hours for project or operational tasks
- On call roster for outside of normal business hour incidents
- Travel for domestic and international training and conferences may be required.