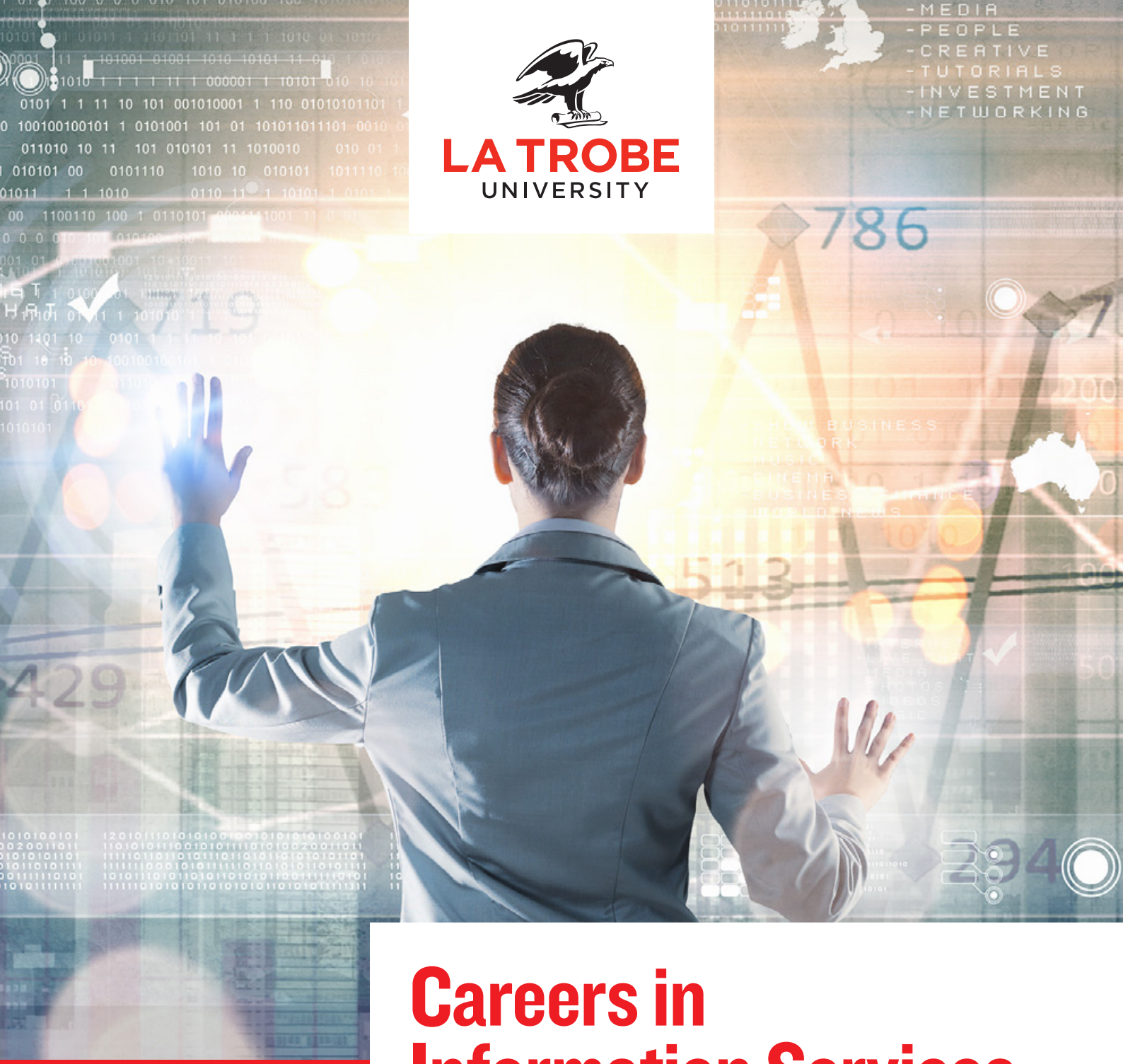
LA TROBE UNIVERSITY



Careers in Information Services

INFORMATION FOR CANDIDATES

latrobe.edu.au

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About La Trobe University

Our Mission

Advancing knowledge and learning to shape the future of our students and communities.

Our Vision

To promote positive change and address the major issues of our time through being connected, inclusive and excellent.

Our Values

Our early reputation as a radical and challenging institution continues to influence the way we enrich the experience of our students and engage with our partners and communities. We were founded half a century ago to broaden participation in higher education in Melbourne's north and, later, in regional Victoria. We have succeeded for many thousands of students who would otherwise have been excluded from the opportunities provided by a university education.

We continue to support access, diversity and inclusivity while undertaking world-class research that aims to address the global forces shaping our world and make a difference to some of the world's most pressing problems, including climate change, securing food, water and the environment, building healthy communities, and creating a more just and sustainable future. This approach is based on our values of:

- **inclusiveness, diversity, equity and social justice**
- **pursuing excellence and sustainability in everything we do**
- **championing our local communities in Melbourne's north and regional Victoria**
- **being willing to innovate and disrupt the traditional way of doing things.**

Of all Australian universities, we are the most successful at combining accessibility and excellence and have become a place where social inclusion and globally recognised excellence come together for the benefit of our students, our staff and our communities.

Our academics and researchers achieve national and international recognition, our public intellectuals demonstrate an enduring social conscience and influence, and our alumni achieve extraordinary success and impact in government, industry and not for profit organisations.

We strive to be exemplars for the sector in our commitment to gender equity and to inclusivity for marginalised groups; and we work with Indigenous peoples and organisations to support their social, cultural and economic aspirations.

We embrace sustainable practices across all our campuses because we are committed to improving environmental, social and economic outcomes for our communities.

We contribute to economic development for our local communities, and our future activity will increasingly be international as we become a globally connected university in everything we do.

Our Culture

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:

Connected

- **We are** Connected: **Connecting the students and communities we serve to the world outside**

Innovative

- **We are** Innovative: **Tackling the big issues of our time to transform the lives of our students and society**

Accountable

- **We are** Accountable: **Striving for excellence in everything we do. Holding each other to account, and working the highest standards**

Care

- **We** Care: **We care about what we do and why we do it, because we believe in the power of education and research to transform lives and global society**

Welcome from the Executive Director & Chief Information Officer

Welcome to Information Services at La Trobe.

Our University's 2018 – 2022 Strategic Plan calls for Information Services to deliver operational excellence to support world class learning and teaching, and research excellence.

An outstanding student experience is at the centre of everything we do in Information Services and there's a great opportunity for La Trobe University to really differentiate itself from other Universities and Information Services has a significant role to play in that journey. Our team's main focus is to effectively meet our customer needs through increasing our student and staff engagement.

Now is an excellent time to join La Trobe, the University is embarking on an initiative to create Melbourne's University City of the Future across Bundoora's 235-hectare campus.

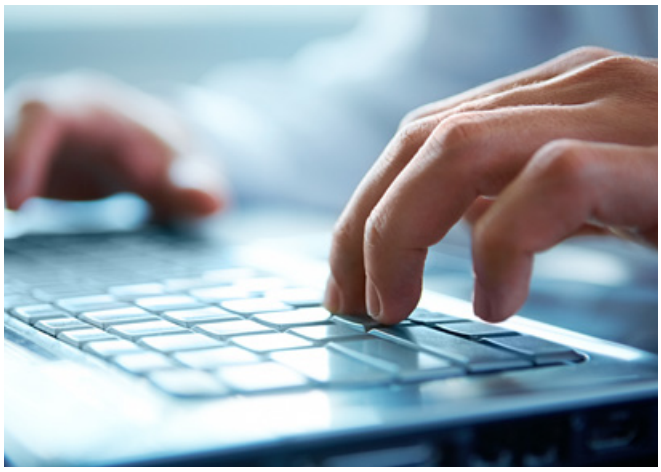
This will include a new research and Innovation precinct, new educational opportunities, major health and wellbeing hub, world class sports park, a new town centre and a sustainable community. This will be underpinned by Innovative Digital Technologies that provide community connectivity, safety and efficiency.

Our staff are well-supported, connected, innovative, accountable and care about our students and believe in our University.

Regards,

Peter Powell
Executive Director &
Chief Information Officer

Benefits for staff



- Join a **new leadership team** with the vision and energy to take Information Services into the future
- **Competitive salaries** and access to a range of salary packaging opportunities
- Attractive **17% superannuation** contributions from La Trobe University
- Family friendly leave and **flexible working arrangements**
- Involvement in a workplace that actively **champions inclusivity**, accessibility, equity and diversity
- **Engagement opportunities** with local and global communities
- Enjoy an environment of innovation and discovery in a setting backed by a University with a proud tradition of service to the community and a plan to **redefine what a great university can look like in the modern era**
- Access to numerous staff development opportunities to **advance your career**
- A community with strong connections to the study and **preservation of native land and wildlife**
- **Sustainability practices** in favour of our precious natural environment
- Support of strong **Health & Wellbeing initiatives**
- and **Employment Assistance Programs**

About Information Services

Strategic Vision

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

Strategic Principles 2019 to 2022

Customer

- What we do and how we do it is focussed on customer outcomes
- Proactive business engagement
- Consistent technology experiences

Leadership

- Transform the operating model from running technology to leading change
- Proactive through leadership and innovation
- Drive simplification
- Grow and develop people

Services

- Increase innovation
- Leverage appropriate sourcing solutions including internal and 3rd party services
- Clear architectural direction and roadmaps across the enterprise
- Invest to develop future capability
- Service at LTU will be designed with the future in mind

Foundation

- One team supporting each other, living the Culture Qualities
- Actively manages risk, business continuity and compliance
- Clarity between what we do and how it supports the LTU strategy
- Reuse capabilities, before as a services, before buy, before build

Information Services has recently undergone a realignment and change

The Change revises the Division's operating model to align skills and capabilities to the areas of the University where they need to be delivered, improving business partnership and allowing Information Services to develop a closer understanding of business challenges and opportunities.

Benefits of the new structure

- Focus on 'Architecting the Future' to ensure the technology strategy clearly supports the University strategy and maximises the return on investment.
- Implement new functional capabilities to support technology and service transformation and business partnership.
- Transition to a workforce focused on cross-skilling, working collaboratively, and placing customers at the centre of everything that we do.
- Build leadership and management capabilities to embed the change, focus on culture and people growth, understand and manage risk, whilst building enduring business relationships.
- Provide clear positions and responsibilities to implement consistent new ways of working, underpinned by the University's Cultural Qualities.
- Align to University strategy by aligning Information Services teams to business functions, improving business partnership and developing better proactive interactions.
- Facilitate the identification of improved whole of University technology capabilities to drive economies of scale, consistency and improve service delivery.
- Establish stronger leadership and management capabilities to support the Chief Information Officer, with key focus on digital workplace, technology infrastructure, and project delivery.
- Implement new capabilities to support technology and service transformation and business partnership/s. Focus will be on application services management, program management, and infrastructure and information architecture, with a view to begin to plan for future inclusion of capabilities and capacity (e.g. innovation delivery, enhanced digital workplace capabilities, cyber security, and human centred design).
- Standardise and rationalise position descriptions to create clear positions and responsibilities for the Division to provide a consistent employee engagement model as a foundation to thoroughly embedding the University's Cultural Qualities

Information Services Departments

Office of the Chief Information Officer

"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 focused on creating and sustaining an innovative information technology culture as one dynamic team. Information Services 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.

Office of the Chief Technology Officer

The Office of the Chief Technology Officer (CTO), residing within Information Services, supports the delivery of La Trobe's Strategic Plan by defining the Information Services strategy and business reference architecture necessary to achieve the goals and objectives of the University. The office provides Information Services blueprints, policies and best practice for the use and implementation of information technology and information management across the University.

The Office of the CTO develops roadmaps to move from current state capability to future state and establishes the blueprints and patterns that assist to underpin the university operating model and drive transformation.

The Office of the CTO is responsible for facilitating technology innovation, and enterprise, application, data and infrastructure architecture, along with design, development and maintenance of integration services.

Operational Services

The Operational Services department supports the whole of Information Services through the provision of contract, financial, procurement and asset management services. Also included within this department is responsibility for the business planning.

Security, Risk and Compliance

The Security, Risk and Compliance department is accountable for establishing information security policy and standards which, in a number of cases, will be administered within other Information Services departments. This will include, but is not limited to, threat detection, incident response and reporting, information security and for all security operations.

Working closely with both the Office of the CTO and Enterprise Services (and other Information Services departments), the Security, Risk and Compliance department develops the security requirements, controls and designs required to ensure that the University's information and technical environments are secure and risks are known, understood and communicated.

The Security, Risk and Compliance department will translate the Universities risk appetite into actionable plans to achieve targets set.

The Security, Risk and Compliance department is also responsible for the University's Information Services Security Strategy, Information Services Risk and Compliance Framework, Information Services Security policies, standards and procedures and Information Services risk and compliance activities.

Projects and Business Transformation Office

The Projects and Business Transformation Office (PBTO), residing within Information Services, supports and enables the delivery of business change initiatives and projects that form a critical part of the La Trobe University strategy. The office provides frameworks, processes, governance and resources for the successful delivery of projects and change; and provides visibility and requisite reporting to the Information Services and University Senior Management of the project activity governed within the Projects and Business Transformation Office.

Professional Services

The Professional Services department within Information Services is responsible for all Information Services based business services delivering outcomes to the Office of the Vice Chancellor and Administrative Services of the University, this includes Office of VC, Office of VP Strategy and Development, the Office of the CFOO, inclusive Community Engagement, Marketing, HR, Planning and Governance, Finance, I&O and Student Services & Administration.

The department is responsible for the implementation, development and maintenance of Information Services and Systems such as Enterprise Resource Planning, Business Intelligence, Student Management, Content Management Systems, Customer Relationship Management and Marketing technologies. The department works closely with the Office of the CTO and Projects and Business Transformation department to further advance the services provided and, with Information Services Enterprise Services, to ensure that capacity and service availability meet business needs.

The department develops and maintains the overall program plan of change activities across the portfolio, including proactive engagement to identify business opportunities through the utilisation of both current and emerging technologies.

Enterprise Services

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 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 Information Services 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 Information Services.

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

Research and Academic Services

The Research and Academic Services department within Information Services is responsible for the provision of technology-based business services that cover teaching and learning, research and all schools and colleges.

The department is responsible for the implementation, development and maintenance of research and academic information services. The department works closely with the Office of the CTO and Projects and Business Transformation Office to further advance the services provided and, with Information Services Enterprise Services, to ensure that capacity and service availability meet business needs.

Critically this department is responsible for current and future state 'digital workplace' at La Trobe, a key service that influences collaboration, research, teaching and engagement with students and staff.

This department also provides or coordinates services to the University, in support of the research community.

One university, many communities

Albury Wodonga

Albury-Wodonga delivers strong manufacturing, tourism, agriculture and service industries to a huge area of Victoria, NSW and the ACT. Our campus attracts students from across the region, offering a wide range of courses from arts, sports management and business to nursing, allied health and science. It is one of Australia's three leading campuses for industry engagement, including freshwater ecology at the Centre for Freshwater Ecosystems, and regional and rural ageing through the John Richards' Centre for Rural Ageing Research.

Bendigo

Bendigo is one of the fastest growing regional cities in Victoria. It is a major centre for government services, has vibrant local industries, and an outstanding arts and cultural sector. Our Bendigo campus is the largest of our regional campuses with more than 4,500 students. It offers a full range of courses, including education, allied health, dentistry, law and engineering. Bendigo graduates enjoy a 94 per cent employment rate after graduating, and our plan is to continue building the Bendigo campus to become Australia's leading regional university town.

Melbourne (Bundoora)

Bundoora has served Melbourne's North and beyond since our inception in 1967. It is our largest campus with over 26,000 students and a comprehensive range of generalist and specialist undergraduate and postgraduate courses across 13 schools in our two Colleges of Science Health and Engineering (SHE) and Arts, Social Sciences and Commerce (ASSC). We have ambitious plans to develop our 235 hectare land base (1.5 times the size of Melbourne's CBD) into a global exemplar of a digital university city of the future. Our Master Plan envisages a multi-stage development including sport, innovation (R&D), education, commercial and residential precincts, with student numbers increasing to approximately 40,000 by 2040. According to a recent report by Oxford Economics, the Melbourne campus supported 6,860 jobs and contributed $505 million in GDP to Melbourne's North in 2016. By 2026, these figures will rise further, meaning that La Trobe will contribute an additional 3,680 jobs and $371 million in GDP to the economy in Melbourne's North in that year, relative to 2016. Our 2016 research and development expenditure is expected to contribute $377 million to Australia's GDP in real present value terms over the next 50 years.

Mildura

Mildura is the service centre for northwest Victoria, and a centre for horticulture and irrigation. Our campus is deeply embedded in the business and cultural life of the local community, and delivers a skilled workforce for our local schools, health services and businesses. We provide access for many of our students who are first in family, low SES or Indigenous. Since 2006, we have graduated approximately 100 nurses, 220 teachers, 120 business or accounting graduates, and 60 social workers at the campus. Around 95 per cent of our Mildura graduates get jobs after graduating, and 85 per cent stay in the Mallee region. Working with the local community, we generate world class events and opportunities for research in community development, water and ecology, agriculture, arts and Indigenous affairs.

Shepparton

Shepparton is a culturally diverse city lying at the heart of the Goulburn Valley – a centre of horticulture, dairy, logistics and manufacturing. Our campus, located in the centre of the city, is meeting a growing demand for courses in areas like the arts, business and agribusiness, education, nursing, allied health and social work. Our strong community links present opportunities for research in agriculture, community development, health, cultural diversity and Indigenous affairs.

How to apply

All Applications should be submitted via.**latrobe.edu.au/jobs**

When submitting your application, the following information is required:

Curriculum Vitae

Please include the following:

- Details of your education, professional training and qualifications with year of completion.
- Positions you have held, including relevant dates, titles, responsibilities and key achievements.

Response to the Selection Criteria

Please respond to each of the selection criteria for the role(s) you are applying for. These can be found in the position description for the individual roles.

Indicative Commencement Date

Candidates are asked to provide an indication of the earliest date on which they would be available to commence in the position.

As part of the application and appointment process, candidates may be requested to provide proof of their identity, undergo psychometric testing and give permission for verification of their tertiary qualifications and an Australian Federal Police check.

All La Trobe University employees are bound by the Working with Children Act 2005. If you are successful, you will be required to hold a valid Victorian Employee Working with Children Check prior to commencement.

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