



POSITION DESCRIPTION

Business Services

Chief Operating Officer Portfolio

Senior Microsoft and Citrix Endpoints Engineer (Research)

POSITION No	0054641
CLASSIFICATION/SALARY	UOM 8 (\$108,009 - \$116,906) per annum
SUPERANNUATION	Employer contribution of 17%
EMPLOYMENT TYPE	Full Time (1 FTE) Fixed Term – End December 2022
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	Charlie Phan
FOR ENQUIRIES ONLY	Tel: 0435 657 023 charlie.phan@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:

<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 six 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. The Infrastructure Services portfolio is comprised of five service clusters:

1. Applications and Technology Management responsible for data centre and facilities, network and telephony, storage, servers, access and security
2. Campus Services responsible for maintenance, infrastructure, sustainability, cleaning, security, transport and utilities
3. Client Services responsible for the Service Centre, onsite support, service management, and relationship management
4. Research Computing Services responsible for research specific infrastructure
5. Space Management responsible for spatial analysis, spatial data management and leasing management
6. Melbourne Bioresources responsible for the provision and maintenance of facilities, handling, transport and storage of animals

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:

Act as the Technical Product owner of the Secure Research Environment by communicating with key project and operational stakeholders to ensure key outcomes are met in line with core business objectives.

Drive the implementation of the Secure Research Environment within the organisation's existing Citrix Infrastructure.

Contribute to the technical design and architecture of the overall Secure Research Service including but not limited to:

- Use of SDDC's NSX-T to implement micro segmentation of individual environments
- Provision of controlled access to UoM and public resources to individual environments via PA's
- Provision of controlled access from individual environments to supporting services (AD, SCCM etc)
- Provision of management and access to on prem environments via an updated Citrix cloud based control plane

Drive service transition activities including project transition to operations, release and deployment management, service validation and testing, knowledge management, change and configuration management and support.

Utilise a broad range of technical skills (including but not limited to scripting and automation) and understanding of the various infrastructures and applications used within the University to provide thought leadership for the run teams of the Service and Support Centres.

Act as the Subject Matter Expert on the Microsoft and Citrix Platforms with a focus on Secure Research environments to provide analysis and hands on management of problems and any additional projects.

As Technical Product Owner, liaise and consult with Researchers to guide usage and develop platform capabilities and processes to meet evolving end user needs.

Reporting line: Team Lead Microsoft Endpoints

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: 0 (indirectly in support of the Manager Digital Workspace Technology budget)

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: University wide, all locations and budget divisions.

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:

- Technical Product Ownership of Secure Research Environment
- Design and implementation of Citrix and Windows components within the Secure Research Environment
- Support of transition from project phase to BAU
- BAU support of Secure Research Environment
- Implement initiatives that support the Digital Workplace Team's technology roadmap the Microsoft and Citrix domains and its interaction with other digital workplace technologies.
- Support monitoring of the external environment and assessment of emerging technologies to evaluate the potential impacts, threats and opportunities to the organisation. Contributes to the creation of reports, technology road mapping and the sharing of knowledge and insights.
- 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, clients and other areas of Business Services.
- Implement technical design activities that meet technology standards, in collaboration with the team leaders.
- Plan and implement the maintenance of the infrastructure in accordance with industry best practices and operational configuration documentation.
- Anticipate, mitigate, identify, troubleshoot, and resolve hardware and software problems on 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.
- Meet compliance and quality assurance requirements, in line with the University's risk management framework including OH&S, legislation, statutes, regulations and policies.
- Define and monitor environment to ensure performance objectives, in accordance with yearly operational plan objectives
- Provide technical expertise on escalation to assist in resolving highly complex problems within the Microsoft and Citrix endpoint domains.
- Recommend and execute modifications to supported systems to improve efficiency, reliability, and performance.
- Responsibility for mentoring and training of Engineer's technical capabilities within the domain

Selection Criteria:

Education/Qualifications

1. Post graduate qualifications in a relevant discipline and/or an equivalent combination of relevant experience and education/training
2. A qualification in ITIL and/or previous experience using ITIL at a practical level.
3. Advanced industry-based certification relevant to the Microsoft technical domain:
 - a. Mandatory: Citrix certification.

- b. Advantageous: Microsoft Endpoint Manager (SCCM, Intune, Autopilot) Certification
 - c. Advantageous: VMware Certification
- 4. Strong breadth of experience in a technology services group within a large complex organization and multi-sourced services environment.

Knowledge, skills and experience:

- 1. Design & implementation of Citrix Virtual Apps and Desktop through Citrix Cloud utilising both PVS and MCS technologies
- 2. Management of Windows and Citrix Endpoints using Microsoft Endpoint Manager (including SCCM, Intune and Autopilot) including version control, device enrolment and app patch management.
- 3. Management of Citrix infrastructure and technologies including Citrix Cloud.
- 4. Strong scripting and PowerShell skills along with knowledge of automation tools to streamline delivery of virtual apps and desktops
- 5. Advanced understanding of AD/DNS/DHCP using Infoblox
- 6. Development of Windows Gold images, software packaging and environment hardening
- 7. Implementation of Citrix upgrades and farm migration from planning through to implementation.
- 8. Ability to interpret service management information to drive availability, capacity and maintainability.
- 9. Support of research oriented and specialised software environments
- 10. Experience working with an ISO27001:2013 compliant environment.

Desirable:

- 1. Knowledge of SAN storage and Netapp
- 2. Experience with Citrix projects that have delivered secure or hardened environments
- 3. Experience with Mediaflux or other data management solutions

Other job-related information:

This role will require occasional out of ordinary hours of work and travel, local and interstate.