Infrastructure Services
University Services

Technical Lead/2IC, Network Core

POSITION NUMBER	0042888
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 9 - $115,726 - $120,404 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	Shian Cheng Tel +61 3 8344 8961 Email sk.cheng@unimelb.edu.au *Please do not send your application to this contact*

For information about working for the University of Melbourne, visit our website:
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, 'Growing Esteem', at http://about.unimelb.edu.au/strategy-and-leadership

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

INFRASTRUCTURE SERVICES

Infrastructure Services delivers efficient, sustainable, competitive, innovative and safe campus facilities and information technology services.

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 University's People Strategy 2015-2020 and policies 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 Growing Esteem.

ABOUT THE ROLE

Position Purpose:

To lead a team of technical resources who perform monitoring, management and maintenance of Network Core environments across Melbourne University campuses to ensure the technical and operational stability, functionality and currency of the systems and infrastructure are maintained in order to facilitate delivery of quality outcomes in the achievement of Business Unit and Divisional objectives.

Apart from having a strong command in Routing & Switching (including MPLS, BGP & VXLAN), the candidate for the role is expected to have in-depth experience in automation & scripting (e.g. Ansible, Python, Puppet, etc), Software Defined Data Centre and exposure to VMWare NSX deployment.

To support projects and operations by providing technical leadership and expertise throughout the lifecycle of projects and systems to ensure sound technical decisions are made with regards to the reliability, availability and manageability of new and existing wired and wireless network environments, so the service delivery (projects) and service management (operational) objectives are met effectively and efficiently.

The Network Core encompasses, but is not restricted to, the following areas: Core routing and switching equipment in the Data Centre (including Research environment), Load Balancers, VPN gateways, Firewalls, Citrix Netscalers, DNS, DHCP, RADIUS and University-wide IP Address allocation.

Reporting line: Team Leader, Network Core

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: N/A

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: The entire 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:

- Lead and manage the testing, design, maintenance, operation and support of Network Services, ensuring customer expectations and Service Level Agreements are met.

- Provide leadership and technical expertise to team members, clients and other areas of the University. Provide leadership, technical expertise and assistance to project managers and project teams throughout the project lifecycle, particularly during the design, testing and build phases.

- Negotiate, collaborate, consult and work with suppliers, service providers, system integrators, business and technical teams to deliver high quality services and solutions.

- Take the lead in instituting measures to proactively reduce the occurrence of Major and high severity Incidents. Provide leadership in the resolution of Major and high severity incidents.

- Oversee the transition of projects into operations, in particular ensuring operational readiness, such as adequacy of knowledge transfer and capability development, to support the Network Services being transitioned into operations.

- Preside over Lifecycle Management, in particular maintain the currency & serviceability of the Network Infrastructure and Services.

- Assume leadership in providing and maintaining up-to-date & fit-for-purpose documentation, designs, standards, processes and procedures to ensure operational supportability of Network Services.

- Develop and maintain adequate levels of monitoring and alerting to ensure proactive actions can be taken to address or avoid critical incidents.

- Oversee the generation of both business and non-business reports on a regular basis to benchmark the performance of Network Services against service requirements and expectations.

- Uphold quality assurance and lead Continual Service Improvement on all aspects of Network Services and demonstrate improvement outcome.

- Develop, implement and maintain Network Services strategies and technology roadmaps. Contribute towards the development of the overall IT strategies and plans.

- Identify opportunities to take advantage of commodity and cloud infrastructure services to replace existing in-house provided services and actively participate in planning and delivery in transitioning university divisions to those services.

- Provide leadership in ensuring Availability, especially High Availability, of Network Services in meeting architecture and design requirements and service expectations.

- Produce and implement contingency plans, such as Disaster Recovery Plans, to cope with unexpected events.

- Take the lead in addressing audit findings as well as reducing any risk exposure to the University to an acceptable level. Oversee compliance in line with requirements under the University's risk management framework including OH&S, legislation, statutes, regulations and policies.

- Formulate Agreements, Service Design and Support Models, including negotiating with multiple parties involved in the end-to-end service provisioning to determine the roles and responsibilities of each party.

- Contribute to business planning and budget management, in particular provide accurate forecast of budget expenditure required to maintain the Network Services.

- This position is required to act as the 2IC to the Network Core Team Leader. Other duties as required within the scope of this position.

Selection Criteria:

Education/Qualifications

1. The appointee will have:tertiary qualifications in a relevant discipline or equivalent mix of education and relevant experience.

Knowledge and skills:

2. Demonstrate a strong command in Routing & Switching, including MPLS, BGP & VXLAN.
3. Demonstrate in-depth experience in automation & scripting e.g. Ansible, Python, Puppet, etc.
4. Demonstrate in-depth experience in Software Defined Data Centre.
5. Demonstrate experience in VMWare NSX deployment and automation.
6. Basic UNIX/Linux scripting skills, familiarity with bash, awk, sed and basic Linux administration.
7. Demonstrate the University Services Values of University First 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 as One Team, connecting with people and building relationships in your workplace.

Other job related information:

The Infrastructure Support Service group is tasked to provide network support for extended hours on a 7 day per week basis to meet business requirements.

The incumbent must be prepared to carry a mobile phone or pager and may be required to participate in an on-call roster, working outside normal working hours in accordance with 'After hours IT Support procedure - MPF1288'.

The position may require working at various UoM campus locations and remote facilities which may require you to either drive or walk and therefore a valid drivers' license is required.