



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

Appointment of
Associate Director,
Enterprise Applications
INFORMATION TECHNOLOGY SERVICES



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Information Technology Services

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University's reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development. Also located within ITS, is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand.

ITS manages core networks not only for the whole of The University of Queensland, but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University's largest servers.



Equity, diversity and inclusion (EDI)

Our commitment

We know that our success as a university is determined by our ability to attract and retain highly talented, committed people who are leaders in their field. For this reason, we are intent on embedding a supportive and inclusive culture built around UQ's values, where the many talents, passions and perspectives of our staff and alumni are encouraged and nurtured.

In line with this, UQ deeply values equity, diversity and inclusion, and seeks to reflect the broader community by attracting and retaining high-quality staff from a range of backgrounds. We are committed to identifying and addressing areas of under-representation among staff and aim to provide a respectful and healthy work environment for staff from all backgrounds, focusing on six key areas:

- Aboriginal and Torres Strait Islander employment
- Gender
- Sexuality, gender and sex
- Cultural and linguistic diversity
- Disability
- Age

UQ has a progressive diversity and inclusion policy framework to support and enable staff.

UQ's strategic EDI priorities

UQ has committed to specific targets (The University of Queensland Strategic Plan) in the areas of gender equity and Indigenous employment and undertakes substantial programs of work to achieve these strategic aims.

Improving gender equity

UQ has a range of initiatives to address barriers to attraction, retention and progression of women and gender diverse staff and close the gender pay gap. We remain committed to changing workplace culture and making gender equality central to our work demonstrated by:

- UQ Gender Equality Action Plan
- SAGE Athena SWAN Bronze status
- AWEI Gold Award
- UQ Gender Steering Committee
- UQ Ally Network

Aboriginal and Torres Strait Islander employment

UQ is committed to the employment, career development and support of Aboriginal and Torres Strait Islander peoples and recognises their contributions to its community in academic and professional roles and at all levels across UQ. The Indigenous Employment team seeks to create an environment of cultural respect and understanding across UQ for all Aboriginal and Torres Strait Islander employees, and invites them to join the Indigenous staff network to stay informed and be actively involved in the UQ Indigenous community.



Role of the Associate Director, Enterprise Applications

About this opportunity

The position will lead the team responsible for the management, operation and continued improvement of enterprise applications delivered to the University. This includes student, finance, human resources, customer relationship management, records management, content management systems and eLearning applications.

Duties

- Adopt and promote sound cyber security practices in compliance with UQ's Cyber Security Policy and according to cyber security procedures and standards developed by the University or Division
- Establish, maintain and support an "as-a-service" culture for the team, with a focus on reasoning driven by business decisions.
- Provide overall management of the group, and direct line management to those positions reporting to this role, including oversight of recruitment, selection, staff deployment, staff development, performance management and effective management of change initiatives.
- Develop and implement metrics to support the management of services provided by the teams within the group and undertake continue reassessment and evaluation of services and systems to ensure that appropriate standards of quality, timeliness and effectiveness are met.
- Manage the development of plans, policies and procedures to achieve agreed objectives. Consult with relevant University stakeholders on strategic and tactical business objectives and provide proactive and timely advice on collaboration, communication, and opportunities. Prepare necessary planning documents, proposals and reports for relevant University Committees and Advisory Groups.
- Ensure all projects and services meet budget, schedule and quality objectives, undertaking continual reassessment and evaluation of services and systems to ensure the delivery of a client focused service.
- Ensure the accurate and timely delivery of all official UQ data extracts, reports and statistics required to comply with legislative and/or external agencies' specifications.
- Source, engage and manage vendors to ensure UQ is receiving the best commercial outcomes across a diverse range of activities, and foster the development of strategic relationship with key vendors.
- Investigate new technologies, standards, and performance metrics of relevance to the University's enterprise applications; identify opportunities to use new technology in a cost-effective manner to solve problems and enhance services. Disseminate this knowledge to clients, staff of the Section, within the University and with peers from other leading Australian universities for collaboration and benchmarking purposes/opportunities.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.



Other

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
 - the University's Code of Conduct
 - requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
 - the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
 - requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The University's [Code of Conduct](#).
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University, Faculty, Institute or School.
- The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University [sustainability responsibilities and procedures](#).
- Requirements of the *Education Services for Overseas Students Act 2000*, the *National Code 2007* and associated legislation, and related [responsibilities and procedures](#) developed by the University.

Organisational relationships

This position reports to the Director, Enterprise Technologies.



About you

- Qualifications and training equivalent to a postgraduate degree in IT or related field or significant progress towards such qualifications, and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Proven expertise in the development of corporate information technology strategies and business plans in a university environment.
- Proven experience in the management and leadership of teams of information technology personnel including all aspects of budgeting and financial control, change management, and staff performance and development.
- Proven ability to manage and deliver large scale projects.
- Strong interpersonal skills, including the ability to negotiate and influence beyond direct reporting lines.
- Demonstrable ability to write high quality documentation, including business cases, project plans and briefs as required.
- Strong analytical skills, including the ability to distil complex information to fundamental concepts, and to work collaboratively to resolve issues and achieve results.
- Knowledge of a broad range of information technology strategic and business requirements.
- Proven ability to innovate within resource and funding constraints to deliver solutions that work.
- Well developed sense of political awareness and diplomatic communication skills.
- Knowledge and understanding of equity and diversity principles.
- Deep understanding of Enterprise Applications within a Higher Education context is required.

Additional Information

UQ is committed to a fair, equitable and inclusive selection process, which recognises that some applicants may face additional barriers and challenges which have impacted and/or continue to impact their career trajectory. Candidates who may not meet all the essential criteria are strongly encouraged to apply for and demonstrate their potential in the role, even if certain selection criteria can't be met. Candidates may also wish to proactively outline any barriers/challenges which have impacted their career. The selection panel will consider both your potential and any performance relative to opportunity considerations when assessing your suitability for this role.



Conditions of employment

Employment type

This is a full-time, five year fixed term appointment.

Classification

The position is banded at HEW Level 10A.

Salary and benefits

A competitive salary, commensurate with experience, will be negotiated with the successful candidate.

How to apply

Please create a profile via the [UQ Careers](#) portal and upload the following documents for your application to be considered:

- Resume
- Cover letter summarising how your background aligns to the 'About You' section

For questions regarding this role or the application process, please contact Talent Acquisition, at talent@uq.edu.au.



The University of Queensland

For more than a century, The University of Queensland (UQ) has created positive change for society by delivering knowledge leadership for a better world.

UQ ranks among the world's top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (35), U.S. News Best Global Universities Rankings (36), the Performance Ranking of Scientific Papers for World Universities (33), QS World University Rankings (40), Academic Ranking of World Universities (51), and Times Higher Education World University Rankings (70).

At UQ, we're changing the way higher education is imagined and experienced. Our students enjoy a rich campus experience, including a range of accommodation options, as well as innovative and flexible learning pathways, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 55,000 students – including the majority of Queensland's highest academic achievers as well as top interstate and overseas students – study across UQ's 4 beautiful campuses in South East Queensland at St Lucia, Herston, Gatton and Dutton Park. They include around 20,000 postgraduate and approximately 21,500 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

UQ's 332,000 graduates are an engaged network of global alumni spanning 184 countries, and include more than 17,700 PhDs.

UQ's 6 faculties, 8 globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 2,500 scientists, social scientists and engineers, who champion research excellence and continue UQ's tradition of research leadership. This is reflected in UQ being the number one recipient of Australian Research Council Fellowships and Awards nationally across all scheme years (452 awards worth \$339 million).

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than \$57 billion.

UQ is one of only 4 Australian members of the global Universitas 21, a founding member of the Group of Eight (Go8) universities, a member of Universities Australia, and a member of the Association of Pacific Rim Universities (APRU).

UQ employs more than 7,500 academic and professional staff (full-time equivalent) and has a \$2.47 billion annual operating budget.



Governance

The University of Queensland is governed by a 22-member Senate representing University and community interests. Senate is led by the Chancellor, elected by the Senate. The University of Queensland Act 1998 grants Senate wide powers to appoint staff, manage and control University affairs and property, and manage and control finances to promote the University's interests.

uq.edu.au/about/governance

Strategic direction

By 2032, UQ will be known as a university that:



Delivers highly sought-after graduates, who are prepared for future success through rich and broad educational experiences



Leads as a premier provider of high-quality postgraduate and lifelong learning opportunities



Leverages the breadth and depth of its research capabilities and vibrant precincts to address the world's most pressing challenges



Is a trusted and agile partner widely regarded as a leader in entrepreneurship, knowledge exchange and commercialisation



Has an extensive global reach in education and research with a strong commitment to capacity building in the Indo-Pacific



Breaks down barriers to education through the targeted and effective Queensland Commitment



Is values-led, deeply committed to delivering for the public good and supporting our people, leading reconciliation, and embracing different life experiences and perspectives



Strategic plan 2022-2025

Our vision

Knowledge leadership for a better world.

Our mission

Our core purpose is to deliver for the public good through excellence in education, research and engagement with our communities and partners: local, national and global.

Our values

What we strive for

Creativity

We apply our creativity as a way of seeking progress. We value new ideas, seek fresh perspectives and pursue game-changing innovations and opportunities

Excellence

We strive for excellence in everything we do. We apply the highest standards to our work to achieve the greatest impact for the benefit of communities everywhere.

Central to what we do

Truth

Truth is central to all that we do as a university. We seek truth through our focus on the advancement and dissemination of knowledge, and our deep commitment to academic freedom and freedom of expression.

How we work together

Integrity

We always act with integrity. As stewards of the University's resources and reputation, we are honest, ethical and principled.

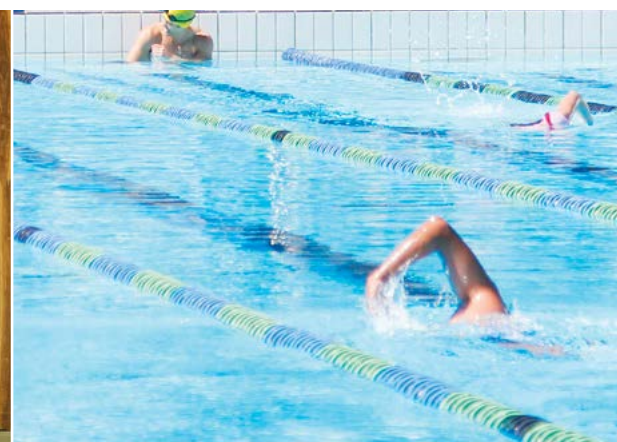
Courage

We are courageous in our decision-making. We are ambitious, bold and agile. We demonstrate moral courage, so that we are always guided by a sense of what is right.

Respect and inclusivity

We provide a caring, inclusive and empowering environment for all. We engage respectfully with one another and promote the value that our diversity brings to our whole community.

about.uq.edu.au/strategic-plan

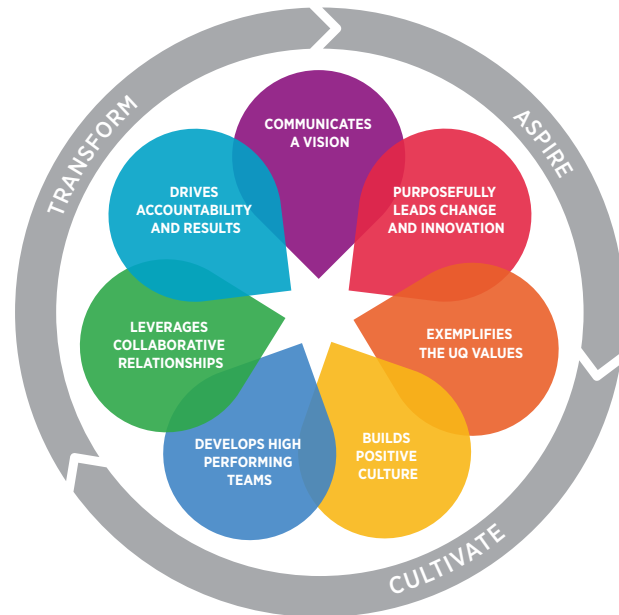


UQ Leadership Framework

As a leader at UQ you are a role model for our values.

Our leaders act with integrity and prioritise the development and growth of our people to ensure excellence for the long term.

The Leadership Framework is underpinned by seven capabilities expected by all UQ leaders.



Aspire

Enact UQ's vision, anticipate change and leverage innovation.

1. Communicates a Vision

Develops and communicates a clear vision and direction for the future, aligned with UQ's vision, values and aspirations.

2. Purposefully leads change and innovation

Remains agile and effectively manages change and unexpected disruption by finding innovative solutions.

Cultivate

Exemplify the UQ values and develop high performing teams and positive culture.

3. Exemplifies the UQ Values

Role models UQ values and demonstrates loyalty to the University.

4. Develops high performing teams

Develops empowered and high performing teams, investing time, energy and resources into helping people achieve their potential.

5. Builds positive culture

Creates respectful and constructive workplaces where people feel safe and valued, and addresses unacceptable behaviours.

Transform

Deliver results that make a difference and create long-term value.

6. Leverages collaborative relationships

Identifies opportunities to collaborate and forges partnerships, embracing the ethos of 'One UQ'.

7. Drives accountability and results

Holds self and others accountable for delivering against objectives and is focused on creating long-term value for UQ.



About Brisbane

Brisbane is the sunny, sophisticated capital city of Queensland and gateway to many famous attractions. Australia's third largest city and fastest-growing capital with a population of more than 2.5 million, it offers a safe, friendly, multicultural environment characterised by the Brisbane River, parklands, convention facilities, museums, theatres, art galleries, a casino, malls, shopping districts, and a host of cosmopolitan restaurants and cafes.

Selected as host city for the 2032 Olympic and Paralympic Games, visitors can expect unbeatable sports experiences in 37 world-class venues, set against a backdrop of iconic beachfronts, breath-taking rural hinterland, and an exciting city rich in culture and entertainment.

Brisbane also offers a range of lifestyle benefits. Combine artistic and outdoor adventures at South Bank, where cultural institutions and restaurants meet riverside gardens and a lagoon. Take a paddle steamer or ferry down the Brisbane River, abseil Kangaroo Point cliffs, or bike ride through the City Botanic Gardens. Or enjoy a day trip to Moreton Island, Noosa, the Sunshine Coast or Gold Coast, or visit beautiful national parks, rainforests and tourist attractions such as Australia Zoo, Dreamworld and other theme parks.

The perfect place to raise a family, Brisbane has been dubbed a food and drink lover's paradise, and is also one of Australia's most liveable and affordable capital cities, with sunny days almost all year round and enough rainfall to keep the city and suburbs cool and green.

A few hours drive north from Brisbane is the Great Barrier Reef, one of the 'natural wonders of the world'. As the largest World Heritage Area, it stretches more than 2,000 kilometres alongside the coast, and is home to around 1,500 species of fish and 350 types of coral. Stradbroke and Fraser Islands are also world-famous attractions close to Brisbane, featuring some of the largest sand dunes in the world.

A leader in education

Brisbane has a wide range of high-quality schools at primary and secondary level, religious and non-denominational, single-sex and co-educational, with many offering excellence programs or other specialty features such as the International Baccalaureate. Brisbane also offers some of the greatest learning institutes in Australia, with 3 internationally recognised universities covering all areas of study from law and medicine through to business, marketing, tourism, IT and biotechnology. The University of Queensland (UQ) is one of Australia's leading research and teaching institutes, ranking among the world's top universities.

Lifestyle

In the heart of Brisbane city, Queen Street Mall is a vibrant shopping and lifestyle precinct and is Australia's most popular pedestrian mall. Brisbane is also the home for many of Queensland and Australia's major sporting events in rugby league, rugby union, AFL and cricket.

Brisbane residents have excellent access to health care in both public and private sectors, covering hospitals, general practitioners, dentists, and other allied healthcare professionals. The numerous public and private hospitals include the Princess Alexandra Hospital, the Mater Hospital network, the Queensland Children's Hospital, and the Royal Brisbane and Women's Hospital. Urgent and emergency medical care is readily available to everyone.



Further information

General information on the University is available through the University's website: uq.edu.au

Other documents which you may wish to refer to include:

- Annual Report:
about.uq.edu.au/organisation/policies-procedures-guidelines/annual-reports
- Governance:
about.uq.edu.au/governance
- Key statistics:
pbi.uq.edu.au/ClientServices/UQStatistics/index.aspx
- Organisation chart:
about.uq.edu.au/files/5643/org-chart.pdf
- Research at UQ:
research.uq.edu.au
- Strategic Plan 2022–2025:
about.uq.edu.au/strategic-plan
- UQ Global Strategy:
global-strategy.uq.edu.au
- UQ Reconciliation Action Plan:
about.uq.edu.au/reconciliation/plan
- UQ Aboriginal and Torres Strait Islander Employment Strategy:
staff.uq.edu.au/files/24066/uq-indigenous-employment-strategy-2019.pdf





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