

Manager, Application and Database Management

Digital Business Solutions

Academic Division



the university
for the real world

About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About Digital Business Solutions

Digital Business Solutions (DBS) provides support for staff and students across a range of information and technology services. DBS uses technology to create value for our students and customers through the portfolios of Learning and Teaching, Research and Innovation, and Professional Services.

DBS embraces digital transformation as being fundamental to our service in supporting QUT's aspirations outlined in Blueprint 6.

DBS provides value across a number of functional units: Digital Design, Digital Environment & Client Support, Digital Innovation and Intelligence, Infrastructure & Operations, Corporate Education & Research Applications and Student Systems.

About the Position

The Manager, Application and Database Management will provide leadership and management to a team of technical staff to ensure the delivery of high quality, reliable and cohesive IT services through the development and ongoing maintenance of the university's databases and applications.

The Manager will work in the QUT community of IT professionals to ensure the university's virtual and physical database and application requirements meet QUT's needs in an efficient and cost effective way.

This position reports to the Associate Director, Infrastructure and Operations for supervision, workload management and for Performance Planning and Review (PPR). This role has six direct reports.

Key responsibilities include:

- Provide strategic and operational leadership to a team of technical specialists including developing robust systems and processes to plan workflow

and work processes to ensure effective delivery of complex, end-to-end client services.

- Provide high-level technical advice on the development of university wide corporate systems.
- Oversee the integration of new technologies with existing university systems.
- Lead the management and maintenance of corporate information systems and databases to ensure the mission critical systems are accessible and allow the university to engage in its business operations.
- Develop a service culture focused on the ITIL framework in alignment with QUT's strategic goals.
- Manage the lifecycle of database platforms to ensure the enterprise infrastructure platform delivers maximum benefit to the organisation. This will include planning, development, performance and capacity management, problem solving and evaluation on an ongoing basis.
- Lead the development and maintenance of relevant documentation, guidelines and standards.
- Lead relevant projects to ensure that they are delivered on time and within budget.
- Maintain an awareness of developments in the IT and education industries and use this knowledge in the development of new proposals and improving existing services.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- Perform other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- Participate in job rotation or multiskilling in consultation with their supervisor;
- Work across campuses.

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to the completion of postgraduate qualifications in conjunction with proven expertise in ITIL and the management, delivery and effective communication around the development and maintenance of IT services in a complex organisational environment.
2. Management and leadership skills including project and change management skills and a proven record of building team cultures aligned to the achievement of organisational goals.
3. Experience in end to end design including maintaining and applying current, specialist knowledge of database concepts, object and data modelling techniques and design principles, and a detailed knowledge of the full range of database architectures, software and facilities available.
4. A demonstrated commitment to high quality client service and the ability to develop constructive, harmonious and effective client relationships.
5. Advanced interpersonal, negotiation and communication skills, including the ability to establish positive working relationships with management, inspire employees and influence internal clients and external organisations in delivering high quality services for QUT.
6. Superior technical knowledge of current trends and developments in the areas of Cloud Services, Infrastructure Automation, Application Performance, Database Management and Data Protection and an understanding of how these may fit strategically within the QUT IT ecosystem.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 10 (HEW10) which has an annual remuneration range of \$143,375 to \$160,362 pa. Which is inclusive of an annual salary range of \$122,188 to \$136,664 pa and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due

to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.