

Team Leader, Specialist Technology

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 student 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 Team Leader, Specialist Technology plays a key role in leading, managing and coordinating a range of key activities and projects aimed at supporting the University's goals and ambitions for enabling technology development and implementation, technical quality assurance, and technical innovation to the highest quality standards.

This position reports to the Technology Support Manager for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Provides supervision to a team of specialists in end user computing, technical environments and equipment.
- Ensures the team's work aligns with the strategies of QUT to create a sense of purpose & that each team member understands how they contribute to these goals.
- Provides data insights and reporting on team activities and performance, including

the development and management of operational plans.

- Collaborate with developers, analysts, and designers in conceptualising, developing, initiating and enhancing solutions to meet business requirements.
- Develop a close working relationship with partners to deliver a common set of outcomes which are aligned with the requirements of the business.
- Support the development of quality assurance processes and strategies conforming to internal and external benchmarking and standards.
- Partner, liaise, consult, negotiate, and where appropriate, engage in co-design activities across the QUT community regarding technology requirements, priorities, customer experience and innovative solutions.
- Undertake continuous environmental scanning in relation to future development in areas relating to specialist technical environments and equipment, in particular with regards to the tertiary education sector.
- Act as a conduit for innovation of new ideas in specialist technical environments and equipment, policy and strategic integration into the QUT application portfolio.
- 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 a postgraduate

degree qualification together with extensive relevant experience within an information technology area.

2. Proven leadership ability with experience in building customer focussed service culture whilst focused on achieving organisational goals and applying development strategies that ensure the team has the relevant skills to respond to client needs.
3. Ability to manage a complex specialist end user technologies and configurations and to develop a clear strategy to introduce efficiencies through the adoption of industry best practices.
4. Advanced communication and interpersonal skills including the ability to establish positive working relationships across all levels of the organisation to ensure the delivery of high quality user centric services for QUT.
5. Demonstrated knowledge and experience in implementing best practice focused on solving business needs in a strategic manner.
6. Demonstrated skills in planning, prioritising, and appropriately delegating a portfolio of work, with the ability to ensure competing deadlines are met within a high level interdependency environment.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 8 (HEW8) which has an annual remuneration range of \$114,354 to \$129,614 pa. Which is inclusive of an annual salary range of \$97,738 to \$110,781 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.

