Team Leader, End User Services and Platforms

Translational Research Institute, Brisbane

1. Background

The Translational Research Institute (TRI) is a leading Australian innovative medical research, development and translation facility. It is home to a range of cutting edge technologies including interventions to prevent and treat human diseases, and provide diagnosis of early disease.

Supported by grants from the Australian and Queensland Governments, situated in the Princess Alexandra Hospital precinct, TRI combines the research intellect and capability of Queensland Health, The University of Queensland, Queensland University of Technology and the Mater Hospital.

TRI houses over 1,000 leading researchers and support scientists who interface with clinicians on the hospital campus and at other Brisbane-based hospitals. It has two clinical trial facilities, one based at the PA Hospital and the other at the Centre for Children's Health Research next to the Children's Hospital. TRI licenses space to six start-up companies and space in an adjacent building to the biopharmaceutical manufacturer Thermo Fisher.

As a Translation Research Institute, TRI is charged with partnering scientific development with the commercial sector to ensure innovations move rapidly to improve patient outcomes and commercial return. To this end, TRI is at the interface of science, medicine and industry.

2. TRI Vision and Values

TRI will be a global leader in effective translation of research and innovation into improved healthcare and increased income and jobs for Australia. The TRI vision is achieved through a values-driven corporate culture focused on collaboration to achieve excellence. Our values are:

Leadership:	*Our actions will shape a healthier world*
Integrity:	*We do the right thing. Always*
Knowledge:	*Through sharing, we empower innovation*
Excellence:	*We strive for exceptional outcomes*
Collaboration:	*Together we're better*

We LIKE Collaboration

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3. Position Purpose

The purpose of the Team Leader, End User Services and Platforms is to deliver a range of IT services to TRI employees, partners and commercial entities to support TRI in delivering world class medical research.

This is a hands-on leadership role for a team of 3 – 4 in ICT end user service delivery functions.

4. Key Accountabilities

Primary accountabilities include, but are not limited to:

- Lead end user service delivery, including a team of 3-4 IT Professionals.
- Manage and oversee the Windows server and desktop environments, including backup, security, patching, and maintenance. Provide senior advice and support for the Microsoft software suite including roadmaps and solutions.
- Manage the ICT Helpdesk and support operating model.
- Provide technical leadership for AV, telephony system configuration and printing.
- Analyse & Resolve IT incidents, determining the priority of incidents with user/Digital Operation manager, that have a varying degree of complexity.
- To manage daily operational tasks such as server checks, system backups and data transfer routines.
- People management to bring out the best of our team members, delivering a customer-centric culture with a focus on trouble free help, advice and solutions – be seen as a leader in IT support.
- Develop, implement and review operational policies and procedures to optimise team outcomes, identifying and implementing process improvements.
- Identify repeat issues and customers and implement strategies and solutions to remove recurring work items.
- Provide reporting on Support workload and manage delegation of work within the helpdesk and support team.
- Responsibility for an inventory of computer assets & software licenses.
- May be required to perform out-of-hours system support.
- Ensure compliance with all requirements of Queensland Occupational Health and Safety (OH&S) regulations as they apply to the role.
- Other duties as required by TRI.

Project work

- Take the lead on Helpdesk and Systems Administrations initiatives, including business engagement, analysis and product/solution recommendation.
- Act as technical lead, utilising the teams' skills and knowledge to successfully deliver initiatives to improve the Support workload and function.

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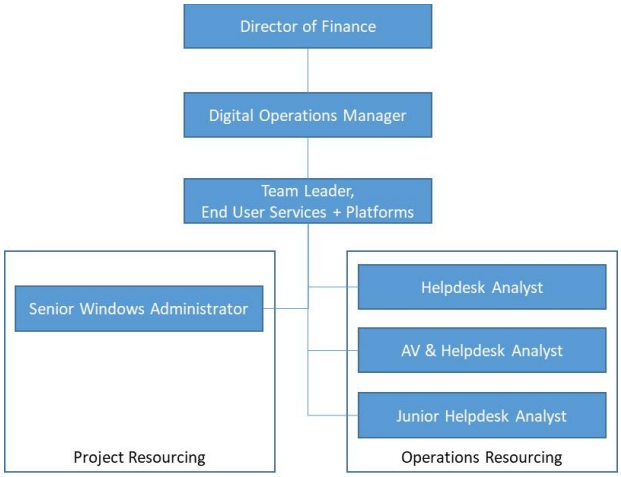
5. Reporting Relationships

The position reports to the Digital Operations Manager of the Translational Research Institute.



6. KEY SELECTION Criteria - Knowledge, Skills and Abilities

Experience

- Minimum 3 years' experience leading an IT support team in helpdesk or similar environment.
- Minimum- 5 years' experience in technical roles in both Desktop and Server Systems Administration.
- ITIL Qualified or demonstrated knowledge through work experience.
- Excellent relationship management and performance management skills.
- Proficient across ITIL and ITSM tools (for example: ServiceNow, GLPI).
- Experience with reporting to senior management
- Experience with vendors and service providers to ensure that systems perform and are supported optimally.
- Able to identify, document and implement solutions, evaluate options and provide recommendations.
- Providing technical escalation support in Office365, Windows, AD, DNS, DHCP, MS Exchange email, hardware support, VMware, File and Print Servers, Email and document storage.

Knowledge, Skills and Abilities

- Demonstrated ability to improve operational processes and functions to deliver business value.
- Demonstrated highly developed analytical, problem-solving and organisational skills.
- Demonstrated ability to manage complex technical issues.
- Strong people management skills with demonstrated ability to create a high performing team culture.
- Excellent client service, interpersonal and communication skills.
- Ability to work cooperatively in a team or independently.
- Desirable to have Linux systems experience.
- Desirable to have support skills for Apple solutions and hardware.

Qualifications

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- Bachelor Degree; or
- An Associate Diploma with some subsequent relevant work experience; or
- An equivalent combination of experience, education and training.
- Technical Microsoft Certified Accreditations

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