



POSITION DESCRIPTION

IT ID:	ID111
Position:	00003694 – Manager, Workplace Technologies
Work Area:	Information Technology
Classification:	Level 10
Supervisor:	ID199 – Associate Director Client Services

VISION

To become Australia's premier regional university.

MISSION

Enriching our regions, connecting with our communities and creating opportunities for all.

VALUES

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmental sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

OVERVIEW OF INFORMATION TECHNOLOGY

The Information Technology (IT) department at UniSC is a pivotal element in the university's pursuit of academic and research excellence. Digital transformation and IT are vital in supporting UniSC's goal to become Australia's premier regional university in Australia. With a focus on enhancing teaching, learning, and research, the department features a robust technological infrastructure and a dedication to innovative strategies. Engaging closely with the UniSC community, IT provides essential technology services while proactively seeking new opportunities. This approach enables/supports IT to serve as a strategic business partner, significantly contributing to the institution's progress.

IT aids staff and students in their academic and professional pursuits through outstanding client services, efficient project management, and state-of-the-art applications and cloud infrastructure. The department is dedicated to safeguarding digital assets and promoting a secure online environment. By keeping innovation front-of-mind, IT ensures that UniSC is at the forefront of technological advancement in the educational sector.



ABOUT CLIENT SERVICES

Client Services creates thriving environments and support for the UniSC community by championing user experience and client voice. They are devoted to the anywhere, anytime, any device ways of working by exploring opportunities to create an appropriate blend of technology and on-site presence. This will be delivered via innovative methods of supporting clients through the development of self-help, remote management, automation, and virtual assistance services. More specifically, the Client Services unit is responsible for delivering and developing frontline support services (Campus Services and Technology Services) and designing the end-to-end IT service experience. These functions are dedicated to supporting all staff and students with their technology service needs. Support services are delivered through a combination of national and local support for maximum coverage, support, and standardisation.

Client Services consists of two teams:

- **Client Support** – Provides a high level of IT support to UniSC staff and students both remotely and on-campus, with a focus on on-campus support. This includes support for teaching spaces, meeting rooms, campus infrastructure, and desktop support
- **Workplace Technologies** - Provides a high-level of IT design and support of workplace technologies that are used by staff and students both remotely and on-campus, with an additional focus on specialist user centric designs to provide great seamless experience. This includes responsibility for administering Microsoft 365 platform, audio/video technologies and other productivity applications

PRIMARY OBJECTIVES OF THE POSITION

1. Lead a team of workplace technologies specialists driving fit-for-purpose workplace technology architecture, standards, solutions and services delivering a great customer experience in a timely fashion, in line with organisational policies, objectives and strategies
2. Achieve excellent efficiency and effectiveness of operational and project activities across the team, ensuring high customer satisfaction
3. Lead the continuing organisational transformation of workplace technologies solutions and environments, through planning the required activities and resources, liaison with architects, engineers and vendors as required, and the management of related institutional change
4. Provide strategic support and advice to key stakeholder areas across the organisation to drive continuous improvement to the design, delivery and support of workplace technologies and their environments
5. Drive continuous improvement of IT services across the business



NATURE AND SCOPE OF POSITION

Under broad direction of the Associate director, Client Services, the Manager, Workplace Technologies leads a team that is responsible for owning and managing the operations of workplace technologies including client computing and audio-visual support for staff and students, as well as supporting the University’s IT-enabled spaces.

As part of IT’s Client Services function, the workplace technologies team is a highly visible and key University community connection to our IT department, ensuring our UniSC students, staff, and visitors across the multiple campuses, have a smooth IT experience. The role acts as a strategic orchestrator ensuring our technology aligns with UniSC’s business goals, managing all of the digital and AV technologies across all campuses. The Manager leads the team to design, deliver and support the variety of workplace technologies that are used throughout the University and is responsible for ensuring all essential digital and AV functions of the business run smoothly.

The Manager, Workplace Technologies champions ways to enable a greater degree of self service by the UniSC community, leading the adoption and digital literacy uplift, raising awareness. Responsible for transitioning UniSC into a sustainable digital platform promoting digital first and “one way same way”.

This position directly supervises a team of 13 professionals.

CHALLENGES AND PROBLEM SOLVING

- Developing, executing, measuring, and improving digital workplace services provided in a continually evolving technology, service, and sector environment
- Avoiding bespoke solutions by driving a fit for purpose range of standardised workplace technologies
- Engaging multiple stakeholders and driving excellent workplace technology support across the University, in the context of dealing with a diverse range of clients, situations and levels of urgency and impact
- Developing and maintaining good working relationships with peers across geographies and organisation units
- Maintaining adequate local service delivery with a smaller local campus presence
- Recruiting high performing staff
- Maintaining appropriate and necessary skills to meet strategic and service goals in an environment of constant change

DECISION MAKING

- Workplace Technology services strategy
- Workplace Technology services processes, technologies, and standards
- Resource allocation and demand management
- People Performance Management and Development

INTERPERSONAL RELATIONSHIPS

Key Relationships	Purpose
Internal:	
Associate Director Client Services	<ul style="list-style-type: none"> • Provide high-level strategic advice. • Receive direction, guidance, and approvals.



Key Relationships	Purpose
Peer Managers in the Client Services area	<ul style="list-style-type: none"> • Support, Teamwork and Collaboration in Client Services Activities.
Other Associate Directors in IT	<ul style="list-style-type: none"> • Provide services and advice to enable these managers to achieve their KPI's. • Teamwork and Collaboration in Strategic, Operational and Project Activities.
Other IT Personnel	<ul style="list-style-type: none"> • Provide services and advice.
Middle and Senior Managers across the University	<ul style="list-style-type: none"> • Provide services and advice to enable these managers to achieve their KPI's and UniSC goals.
External:	
University Sector	<ul style="list-style-type: none"> • Share experiences and expertise. Participate in joint initiatives.
Technology Partners	<ul style="list-style-type: none"> • Liaise regarding continuity and performance of existing services including incident/problem management support.
Key Stakeholders including business and community representatives	<ul style="list-style-type: none"> • Liaise and maintain close relationships with various representatives
Committee Participation:	
Change Advisory Board	<ul style="list-style-type: none"> • Member of and oversees the operation of this committee, which discusses changes and release of systems in the IT environment of the University.
Enterprise Architecture Board	<ul style="list-style-type: none"> • Member of and contributes to discussion regarding workplace technologies (changes or impacts to) and the related impacts on the IT ecosystem and meeting the university requirements.

KEY ACCOUNTABILITIES OF THE POSITION

1. Drive and champion the digital roadmap for the university in relation to workplace technology leading a culture of digital first leveraging our technologies to deliver productivity gains whilst maintaining the security of the university
2. Lead the development and continuous improvement of the digital workplace services, technology, function and processes within the Client Services team to improve efficiency and end user experience to realise high levels of client satisfaction and organisational value
3. Develop and maintain effective working relationships with business and technology architects to ensure digital workplace technology planning is aligned with other Enterprise Architecture plans and roadmaps



4. Effective leadership, motivation, coaching and management of staff to achieve goals by providing clear performance expectations and regular feedback
5. Ensure well defined services with SLAs that are committed to and supported by reporting and metrics including feedback mechanisms from the UniSC and IT communities
6. Provide performance insights into the utilisation of our digital technologies in order to provide senior staff to make key informed decisions
7. Accountable for providing input into IT strategic planning and managing the budget as it relates to digital technologies – planning, forecasting and reporting on financials
8. Agreement manager for all contracts that relate to workplace technologies
9. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical.

KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. Post graduate qualifications in Information Technology or Computer Science, and extensive relevant experience, or extensive management experience and proven management expertise
2. Possess significant understanding and experience in delivering excellence in end user experience in digital technologies such as AV, VC, simulation and visualisation technologies within a higher education setting or similar
3. Significant experience in implementing digital technology roadmaps e.g. Microsoft Office 365, to drive the value clients derive from using the workplace technology platforms effectively and in innovative ways
4. Experience with Desktop as a Service for the delivery and management of client devices such as laptop, mobile and tablet devices, thin client PCs, cameras and production studio equipment, wireless AV and other middleware products
5. Leadership capabilities with the capacity to develop and sustain high performing teams to achieve both strategic and operational objectives
6. Experience in managing the budget and forecast within their digital workplace technologies space
7. Experience in negotiating and managing third party contracts
8. Ability to communicate effectively and to develop strong and productive relationships with diverse stakeholders across the University and externally, with strong evidence of critical thinking, influencing skills and negotiating to achieve mutually beneficial outcomes
9. Experience working within the Higher Education sector is desirable



SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

It is expected that applicants can demonstrate they can operate at the level of responsibility for the key SFIA skills defined below:

SFIA Level	Level Definition	SFIA Skills
7	Set strategy, inspire, mobilise	None
6	Initiate, influence	Information Systems Coordination (ISCO); Technology Service Management (ITMG); Service Level Management (SLMO); Change Control (CHMG); Security Operations (SCAD); Performance Management (PEMT);
5	Ensure, Advise	Strategic Planning (ITSP); Enterprise & Business Architecture (STPL) Demand Management DEMM); Measurement (MEAS); Quality Management (QUMG); Systems Development Management (DLMG); Systems & Software Life Cycle Engineering (SLEN); Systems Design (DESN); Knowledge Management (KNOW); Application Support (ASUP); Organisational Facilitation (OFCL); Professional Development (PDSV); Resourcing (RESC); Stakeholder Relationship Management (RLMT)

To ensure availability of fundamental systems and services, staff within IT may be required to work outside normal working hours and/or be rostered to be on-call, including over the end-of-year University close-down period.

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered in order to meet the changing operational needs of UniSC.

UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.