



POSITION DESCRIPTION

Position:	00004085 IT Vendor and Contract Officer
Work Area:	Information Technology
Classification:	Level 5
Supervisor:	Manager, IT Business Process Management

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 IT BUSINESS PROGRAM MANAGEMENT (ITBPM)

ITBPM oversees the operational aspects of the IT department ensuring that activities are performed consistently, efficiently and in alignment to standards and controls. The office plays a crucial role in gaining visibility into portfolio investments and business strategies for better outcomes by providing centralised reporting and analysis to enhance decision making and supporting alignment of the IT Strategy.

The ITBPM provides centralised IT communications, overseeing IT finance management, facilitating IT resource onboarding, contract management & administration, coordinating staff engagement and planning activities, and monitoring overall Objectives and Key Results (OKR) performance.

Helping people to work better, the office acts as a central hub for all of IT and provides the necessary support to contribute to the overall goals of the IT department.

The procurement operating model is based upon a co-ordinated model which means that there is centralised and local procurement resources who are responsible for high spend/risk projects. This is supported by decentralised sourcing, meaning that the IT department is responsible for all decision making, execution of contracts, managing contracts that are in place, including renewal management and agreement management. The procurement team are responsible for common use agreements and establishment of panel suppliers and provide veto and arbitration as required.

PRIMARY OBJECTIVES OF THE POSITION

1. Ensure that vendor management and financial processes are followed by IT with regards to Contract & Vendor management
2. Ensure contracts are progressed and managed throughout their lifecycles.
3. Undertake the administrative activities in support of the contract and vendor processes as defined by procurement
4. Support the management of Software licences.
5. Reduce costs, improve vendor performance, and foster long-term partnerships through effective contract and vendor management.
6. Drive Business stability and growth through the continual improvement of Vendor services across the IT Organisation.

NATURE AND SCOPE OF POSITION

The IT Vendor and Contracts officer, under the direction of the Senior IT Vendor and Contracts Officer, is responsible for performing activities to ensure that both contracts and supplier relationships are actively managed. This role is responsible for processing, coordination and reporting of contracts for the IT department, ensuring that these are managed in relation to cost, quality, risk and overall optimisation of value to UniSC. This



includes the full lifecycle management of contracts and supplier management, including payment processing and tracking.

KEY ACCOUNTABILITIES OF THE POSITION

Key responsibilities of the position will include the following:

1. Under the direction from the Senior IT Vendor and Contract Officer, perform regular administration related to Vendor and Contract Management, ensuring quick but accurate handling of transactions
2. Monitoring vendor performance and providing feedback and ensuring action is taken where appropriate to address the circumstances
3. Centralised management of software licences across IT, including processing of payments for renewals
4. Exploring opportunities to reduce costs and improve vendor performance, whilst fostering long-term partnerships
5. Maintaining procedures, training materials and other documentation captured in Knowledge and Case Management solutions enabling tracking of vendor work across the IT department
6. Providing support to cost centre managers for the preparation of Purchase Orders
7. Invoice processing for costs associated to the IT department expenditure
8. Appropriate and regular information and vendor performance reporting to senior management and peers
9. Provide support and assistance to other members of the ITBPM team to ensure the key objectives of the unit are being met to the highest possible standard
10. Ensuring compliance with UniSC's corporate policies, including security policies, and regulatory requirements
11. 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. Degree qualification and substantial relevant experience, or extensive management experience and proven management expertise and/or an alternate combination of education and relevant experience.
2. Sound experience in vendor and contract management, including experience with coordination of Tender process, contract negotiation, contract composition, regulatory obligations and ongoing vendor management.
3. Experience managing handling vendor related issues/incidents.
4. Examples of outcomes where cost reduction was achievable through negotiation.



5. High-level communication and reporting; relationship management of internal and external stakeholders through excellent interpersonal, organisational and communications skills, including confidentiality and diplomacy, active listening, empathy, and respect within a team environment.

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	None
5	Ensure, Advise	Sourcing (SORC); Supplier Management (SUPP); Contract Management (ITCM)
4	Enable	Stakeholder Relationship Management (RLMT); Business Administration (ADMN)