Manager – Asset and Configuration Management

POSITION NUMBER 0060173

PROFESSIONAL CLASSIFICATION UOM 10 - $143,913 per annum (pro rata for part-time)

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1 FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

CLIENT SERVICES

Client Services is an omni channel service access and delivery group, Customer Relationships, Digital Dexterity, Service Management Practice Single point of first contact for service consumers focused on user experience and service improvement. There are four teams in Client Services:

- Service Deliver
- Digital Workplace Services
- Service Management Practice
- Relationship Management

The Director is Christopher van der Weyden.

SERVICES TEAM

EQUAL OPPORTUNITY, DIVERSITY, AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity
and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

The Asset and Configuration Management Manager is a key role in our organization, reporting to the Senior Manager Service Management Practice. This role combines the responsibilities of a process owner and manager to oversee and improve asset and configuration management processes following ITIL best practices. It includes managing hardware and software assets, ensuring accurate configuration data, reducing risk, and improving operational efficiency. The role is responsible for ensuring the overall efficiency and alignment of these processes with business goals. Reporting line: *Senior Manager, Service Management Practice

No. of direct reports: 5
No. of indirect reports: 0
Direct budget accountability: #
Key Dimensions and Responsibilities:

Task level: Significant
Organisational knowledge: Moderate
Judgement: Significant
Operational context: “Work with Chancellery, Faculties, Schools and Affiliates in UoM.

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University’s risk management framework including legislation, statutes, regulations, and policies.

Core Accountabilities:

- Leadership: support the Senior Manager and broader team to drive the ideation, planning, delivery, and regular monitoring of the Client Services operational plan, as well as ensure management decisions are promoted and followed in actively ensuring that management decisions are followed and promoted within and outside the team.
- Digital Dexterity: actively participate in developing the digital dexterity of Service Management Practice team to exploit existing and emerging technologies for better University outcomes.
- Contribute to Workplace Culture: contribute to a positive work environment that encourages teamwork, collaboration, and cooperation, promoting an adaptive mindset and driving modern people practices.
- Demonstrate Business Services values by acting in the best interest of your employer, displaying service excellence and working collaboratively.
- Process Governance: Lead the development, implementation, and maintenance of asset and configuration management practices according to ITIL guidelines. Ensure compliance with the University’s policies, industry standards, and regulatory requirements.
- Process Improvement:
  - Continuously assess and improve asset and configuration management practices. Implement and/or maintain automation and tools to streamline workflows, enhance accuracy, and reduce manual efforts.
  - Collaborate with Business Services teams, stakeholders, and other Service Management process leads/owners to co-create innovative service and process improvements, ensuring practices are efficient and deliver maximum benefit. Define the asset and configuration management strategy, roadmap, and practices (inclusive but not limited to RACI, procedures, policies, metrics and boards) and implement them within the University using OCM methodologies.
• Specifically on Asset Lifecycle Management:
  o Continuously improve the current process and automation in ServiceNow.
  o Define an “asset classes on-boarding” roadmap based on an impact, benefits, and effort assessment.
  o Oversee the entire lifecycle of assets, including procurement, deployment, usage, maintenance, and disposal. Ensure accurate recordkeeping and documentation for hardware, software, and other IT assets.
• Specifically on Software Asset Management (SAM):
  o Define a future state strategy for SAM including a roadmap and manage the execution of the roadmap.
  o Manage software asset inventory, licenses, and entitlements. Monitor compliance, track software usage, and optimize license utilization to minimize costs and mitigate legal risks.
• Specifically on Configuration Management:
  o Configuration Identification: Establish a robust configuration management system to uniquely identify and document configuration items (CIs) in collaboration with Asset class owners. CIs includes hardware, software, documentation, and relationships among CIs.
  o Service Mapping: In collaboration with asset class owners, map relationships between CIs, applications, and business services in alignment with ServiceNow’s CSDM framework.
  o Configuration Control: Work closely with Change Management Practice Owner to define and enforce change control processes to manage changes to configuration items, ensuring that changes are properly evaluated, authorized, and recorded.
  o Configuration Verification and Audit: Define a process for Configuration Verification and Audit in collaboration with the Assurance team in the Strategy, Innovation and Assurance department. Regularly perform configuration audits to verify the accuracy and completeness of configuration data. Address discrepancies and anomalies promptly.

• Manage vendor and budget aspects related to Asset Management operations. Risk Management: Identify and mitigate risks associated with configuration drift, unauthorized changes, and non-compliance. Develop strategies to ensure data integrity and security.
• Reporting and Metrics: Co-create service performance and quality dashboards with stakeholders and manage recurring governance to enable collective decision making based on presented data insights. Use data-driven insights to drive improvements and strategic decision-making.
• Collaboration: Collaborate with cross-functional teams, including IT, procurement, legal, finance, and engage with stakeholders and clients to align asset and configuration management efforts with the broader University’s goals and maintain key relationships.
• The Way We Work: Use agile work practices to effectively engage with other teams to ensure work performed delivers optimal value to the University.
• Contribute to the development, maturation, and promotion of the Service Management Practice team, vision, mission, objectives, and its value contribution within and beyond Business Services IT.

**Selection Criteria:**

**Education/Qualifications**

1. The appointee will have a bachelor’s degree in information technology, Computer Science, or related field (Master’s preferred), or an equivalent combination of relevant experience and/or education/training.

2. ITIL 4 foundation certification required.

**Knowledge and skills:**

3. Ability to adopt a growth mindset and desire to align behaviour, decisions and actions with the values of Business Services:
   - **University First** by always acting in the best interest of the broader University.
   - **Service Excellence** by achieving high professional standards and taking ownership of service delivery.
   - **One Team** by working adaptively and collaboratively, connecting with people and building effective relationships across the workplace.

4. Proven experience in asset and configuration management, including software asset management.

5. Proficiency and expertise in CMDB, service mapping and CSDM principles and practices, with a proven track record of successful implementation and utilisation in an IT or service management context. Proven knowledge and experience in the use of ServiceNow service management platform for asset and configuration management.

6. Demonstrated stakeholders’ engagement & strategy, and ability to consult with and influence stakeholders to understand their organisational requirements and promote the best use of ServiceNow.

7. Experience in working with agile practices to prioritise, plan and deliver quality outcomes based on the evidence of organisational requirements.

8. Strong analytical and problem-solving skills.

9. Evidence of working in and contributing to a cohesive team focused on continuous improvement and customer service with some level of BAU work.

10. Excellent written communication, presentation, training skills, workshop facilitation, data analysis, reporting and documentation skills for a diverse range of audiences from operational teams to senior management.
Desirable:

1. ITIL 4 Practice Manager, Service Configuration Management and IT Asset Management Certifications.
2. ITIL 4 Managing Professional Certifications.
3. Configuration management: Relevant industry standards/certifications are desirable (e.g., Certified Software Asset Manager (CSAM), Certified Hardware Asset Management Professional (CHAMP), Certified Asset Management Professional (CAMP), Certified IT Asset Manager (CITAM))
4. Experience in service improvements using a lean process improvement and user experience journey mapping approaches would be a plus.