TECHNICAL SOLUTION CONSULTANT

DEPARTMENT/UNIT: eSolutions

FACULTY/DIVISION: Chief Operating Officer and Senior Vice-President

CLASSIFICATION: HEW Level 7

WORK LOCATION: Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

eSolutions leads and directs the provision of IT solutions to the University. eSolutions is currently leading substantial technological, service and organisational reform towards creating a single IT function for the University that operates according to the following vision: We partner with our customers to provide complete solutions enabling the Monash academic mission and delivery of the strategic agenda. We aim to be a customer focused organisation delivering flexible, responsive, coherent ICT services. For more information on the work that we do, please visit our website: www.monash.edu/esolutions/

POSITION PURPOSE

This position is responsible for understanding and researching customer needs, leveraging existing end to end IT services, where applicable, to deliver specialist IT solutions in support of the University's research and education agenda. In doing so, the incumbent is pivotal in ensuring effective service delivery, innovation and maintaining customer satisfaction.

Reporting Line: The position reports to an IT Service Centre Manager who will provide broad supervision

Supervisory Responsibilities: In accordance with the eSolutions matrix model this position will oversee the works of small teams of less than 10 assigned IT Service Centre and Service Desk staff

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Develop and maintain an in-depth understanding of the unique business solutions needs of the research and education customer cohorts across the University

2. Collaborate with key eSolutions stakeholders including Service Delivery Managers, Capability Managers, and process owners to build knowledge of available ICT capabilities and their alignment with business requirements of customer groups
3. Plan, scope, and coordinate the activities and processes to deliver solutions to meet customer requirements, including special projects and complex technical solution requests

4. Initiate, co-ordinate and implement innovative service configuration, customization and design initiatives in support of the research and education customer agenda and leverage existing end to end IT services to address these needs

5. Ensure the effective and timely documentation, maintenance and knowledge sharing of the technical services and processes required for effective delivery of IT solutions via development, coaching and mentoring of team members and encouraging excellence/continuous improvements in service delivery

6. Maintain customer satisfaction and ensure effective service delivery by reviewing/monitoring performance, researching alternatives and making associated recommendations

7. Build and sustain relationships with a network of colleagues, clients and stakeholders and use these to facilitate cooperation and deliver services aligned with client needs

8. Act as an escalation point for in depth technical support issues within an area of expertise

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - A degree in business, IT, or other relevant field with subsequent relevant experience; or
   - extensive administrative and management experience; or
   - an equivalent combination of relevant experience and/or education/training; and
   - ITIL foundation certification

**Knowledge and Skills**

2. Demonstrated in-depth technical knowledge of operating systems utilized in the research/education areas eg. Linux, MAC, and Windows

3. High-level project management and business analysis skills including demonstrable knowledge of project management methodologies (eg. Prince2)

4. Significant experience in an IT training and user-support environment, preferably in a large and complex organisation

5. Well-developed leadership skills including the ability to lead and motivate staff, review performance and set priorities

6. Demonstrated commitment to providing excellent customer service in a high volume front-line service delivery role

7. Excellent communication skills, including the ability to prepare professional documentation for various audiences, advise, influence, negotiate and consult at high levels and effectively communicate complex technical information to people with varying levels of technical literacy

8. Outstanding organisational skills with the ability to plan and prioritise multiple tasks and meet deadlines

**OTHER JOB RELATED INFORMATION**

- Travel to other campuses of the University will be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- Commitment to undertake regular training is a requirement of the role
- Customer surveys distributed to key clients will form part of the assessment of the incumbent’s performance
LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.