

## ABC POSITION DESCRIPTION

<b>Division:</b> <i>Digital Network</i>	<b>Position Title:</b> <i>Associate Delivery Manager</i>
<b>Department:</b> <b>Product &amp; Operations</b>	<b>Classification:</b> <b>Technologist (Schedule A) band 4-6</b>
<b>Location:</b> <b>Ultimo - Sydney</b>	<b>Position No:</b>
<b>Reporting to:</b> <b>Senior Delivery Manager</b>	
<b>Purpose:</b> To provide service desk support as it pertain to day to day operation of ABC digital products	
<p><b>Key Accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Day to day coordination of service desk support tickets allowing for the operation of ABC digital products.</li> <li>• Act as primary coordinator and communicator of online and mobile projects management using the appropriate agile methodology (Scrum, Kanban, etc) when appropriate.</li> <li>• Support the development team, identify and manage resource requirements and issues.</li> <li>• Coordinate program management of customer service perception and satisfaction</li> <li>• Provide quality and quicker turnaround of customer/user requests</li> <li>• Focus on a proactive approach to service provision</li> <li>• Work with the Product Manager within ABC divisions to define, document and prioritise Business as usual type work</li> <li>• Effectively and accurately communicate relevant project information to the stakeholders and development teams in a timely fashion.</li> <li>• Follow Digital Network delivery processes and identify and implement improvements where appropriate.</li> <li>• Share processes, tools and techniques with other members of the Digital Delivery Office.</li> <li>• Actively promote the ABC values and apply all relevant policies and guidelines including Editorial, Technology, Finance, HR and Work Health &amp; Safety.</li> <li>• All ABC staff are required to cooperate with any reasonable instruction, procedure or policy relating to safety, and take reasonable care for their own safety and that of other persons who may be affected by their conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Divisional Directors and Other Officers.</li> </ul>	
<p><b>Key Capabilities/Qualifications/Experience:</b></p> <ol style="list-style-type: none"> <li>1. Experience in coordinating support desk type environment or project using agile methodology ideally.</li> <li>2. Experience working with cross-functional teams, including but not limited to UX Designers, developers and testers.</li> <li>3. Good analytical, planning and organisational skills juggling multiple priorities with tight deadlines. Able to deal with ambiguity.</li> <li>4. Strong communication skills to liaise effectively with people at all levels.</li> <li>5. Some experience delivering online and mobile projects, including managing resources and budgets is desirable</li> <li>6. Agile certification (CSM, PMI-ACP, etc.) is desirable.</li> <li>7. An understanding of and commitment to the ABC's <a href="#">aims, values and workplace policies</a>.</li> </ol>	