

Position Description**Director, Digital Workplace Services**

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Service (IS)
Department:	Office of the CIO
Classification Level:	ESMC2
Employment Type:	Full Time
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

La Trobe, a distinguished independent research university recognised for its world-leading contributions to research and global impact, seeks a transformative leader in digital workplace services. The Director, Digital Workplace Services within the Information Services function holds a pivotal role at the university's technological forefront. Entrusted with guiding the institution's digital evolution, this director leverages strategic vision and operational expertise to pioneer innovative solutions that propel La Trobe to the forefront of academic excellence and technological innovation.

This pivotal role reports directly to the Chief Information Officer (CIO), positioning the Director of Digital Workplace Services as a key strategic partner in the university's technological landscape. In addition to overseeing digital workplace initiatives, the director manages critical functions including Network Operations, Service Desk, Operations Management, Problem, Incident and Change Management.

In this dynamic position, the Director, Digital Workplace Services acts as the primary driver of change, steering the integration of digital technologies and institutional imperatives to revolutionise teaching, learning, research, and administration. Beyond traditional IT stewardship, this role encompasses overseeing a transformative journey that redefines the university experience. The responsibilities spanning strategic formulation and tactical execution, the director transcends conventional boundaries to foster a culture of digital empowerment and technological fluency across the university community. Through adept leadership and collaborative approaches, they forge strategic alliances with stakeholders at all levels, promoting co-creation and collective ownership in pursuit of shared objectives.

Moreover, the director prioritises enhancing the end-user experience, leveraging technology to streamline processes, and providing the best possible experience to staff and students. The focus on optimising digital workflows and fostering a seamless digital environment empowers the university community to thrive in the digital age.

Key Duties and Accountabilities

- **Strategic Planning and Direction:**
 - Develop and execute a comprehensive digital workplace strategy aligned with the university's objectives.
 - Define strategic priorities and initiatives to drive innovation and enhance the digital workplace experience.
 - Provide visionary leadership to steer the university towards digital maturity and technological excellence.
- **Operational Management:**
 - Oversee the day-to-day operations of Network Operations, Service Desk, and Operations Management functions.
 - Ensure the efficient delivery of IT services, adherence to service level agreements (SLAs), and resolution of technical issues.
 - Drive operational excellence through continuous process improvement and optimisation.
- **Technology Innovation and Integration:**
 - Identify and evaluate emerging technologies and trends relevant to the digital workplace environment.
 - Lead the implementation of innovative solutions to improve productivity, collaboration, and user experience.
 - Foster a culture of experimentation and agility to adapt to changing technological landscapes.
- **Information Security and Compliance:**
 - Collaborate with the Chief Information Security Officer (CISO) to establish and maintain robust information security protocols.
 - Ensure compliance with regulatory requirements and industry standards related to data protection and privacy.
 - Mitigate cybersecurity risks and vulnerabilities through proactive measures and security best practices.
- **Stakeholder Engagement and Relationship Management:**
 - Cultivate strong partnerships with internal stakeholders to understand their technology needs and priorities.
 - Act as a trusted advisor to senior leadership, providing strategic insights and recommendations on digital workplace initiatives.
 - Foster a collaborative and inclusive culture that promotes engagement, transparency, and accountability.
- **Team Leadership and Development:**
 - Provide effective leadership and mentorship to a diverse team of IT professionals, fostering a culture of excellence and innovation.
 - Empower team members to achieve their full potential through coaching, feedback, and professional development opportunities.
 - Promote collaboration, teamwork, and knowledge sharing to drive collective success.
- **Financial Planning and Resource Management:**
 - Develop and manage the budget for digital workplace services, ensuring alignment with strategic priorities and financial sustainability.
 - Allocate resources effectively to support key initiatives and operational requirements, optimising ROI, and cost-efficiency.
 - Monitor financial performance and identify opportunities for resource optimisation and cost containment.
- **Performance Monitoring and Reporting:**
 - Establish performance metrics and KPIs to track the effectiveness and efficiency of digital workplace services.

- Regularly assess performance against targets and benchmarks, identifying areas for improvement and corrective action.
- Prepare and present comprehensive reports to senior leadership and stakeholders, informing decision-making and driving continuous improvement initiatives.
- **Service Governance and Management:**
 - Establish and enforce governance frameworks for IT services, ensuring compliance with regulatory and policy requirements.
 - Implement IT service management best practices (ITIL) and continuously monitor and improve service management processes.
 - Coordinate the delivery of integrated IT services across multiple domains to ensure seamless service integration and collaboration.

Essential Criteria

Technical Skills required for this position:

Strategic IT Leadership:

- Proven experience in developing and implementing strategic IT initiatives, with a focus on digital workplace services, preferably within a large-scale organisational setting.
- Demonstrated ability to provide visionary leadership and steer the organisation towards digital maturity and technological excellence.

Technology Expertise:

- Deep understanding of digital workplace technologies, including collaboration platforms, cloud services, mobility solutions, and end-user computing devices.
- Proven ability to identify, evaluate, and implement emerging technologies and innovative solutions to enhance productivity and user experience.

Operational Management:

- Demonstrated proficiency in overseeing IT operations, including Network Operations, Service Desk, and IT Operations Management, to ensure efficient service delivery and resolution of technical issues.
- Strong track record of driving operational excellence through continuous process improvement and optimisation.

Information Security and Compliance:

- Knowledge of information security principles and best practices, with experience in implementing robust security protocols and ensuring compliance with regulatory requirements.
- Proven ability to collaborate with security teams to mitigate cybersecurity risks and vulnerabilities through proactive measures.

Financial Planning and Budget Management:

- Strong financial acumen with experience in budget development and management.
- Proven ability to allocate resources effectively to support strategic initiatives while ensuring financial sustainability and cost-efficiency

Stakeholder Engagement and Team Leadership

- Excellent communication and relationship management skills, with the ability to cultivate strong partnerships with internal stakeholders and act as a trusted advisor to senior leadership.
- Demonstrated ability to provide effective leadership and mentorship to a diverse team of IT professionals, fostering a culture of excellence, collaboration, and innovation.

Other Skills and knowledge required for the position:

- **Change Management:** Proven ability to drive organisational change and transformation, effectively managing resistance and fostering a culture of agility and adaptability.
- **Strategic Thinking:** Strong analytical and strategic thinking abilities, with the capacity to anticipate future trends and identify opportunities for innovation and growth.
- **Problem-Solving:** Demonstrated problem-solving skills, with the ability to analyse complex issues, develop creative solutions, and drive resolution in a fast-paced environment.
- **Collaboration and Influence:** Skilled in building consensus and driving alignment across diverse stakeholder groups, influencing decision-making, and driving change through effective collaboration and negotiation.
- **Continuous Learning:** Commitment to continuous learning and professional development, staying abreast of emerging technologies, industry trends, and best practices in digital workplace management.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- Hold, or be willing to undertake and pass, a Victorian Working with Children Check; AND
- Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to university goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students, and academics.
- Help transform the lives of students, partners, and communities now and in the future.

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners, and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion, and social justice; we are committed to providing a workplace

where all staff feel valued, respected, and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion, and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: