Title: Business Support Manager
HEW Level: 9

Faculty/Office: Information Technology
Position Number:

Department/Team: Partnerships and Engagement
Date: October 2017

Position Purpose: To provide strategic direction, advice and management of the University's corporate systems and interfaces.

ORGANISATIONAL CONTEXT

Macquarie University’s central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support and advice services (such as information and data management).

IT’s present activities support the research, teaching, learning and administrative functions of the university. Increasingly, IT is striving to better align the support service to Macquarie’s Strategic Plan “A Framing of Futures” in its enhancement of the student and staff experience, facilitation of research and teaching collaborative activities, increased throughput of our research data and its security, increased efficiency and effectiveness of IT working practices, release of IT staff capacity to better support research and teaching developments, and the reduction of organisational risks.

The IT Partnerships and Engagement team is responsible for fostering relationships with faculties, offices and senior stakeholders to identify and forecast IT business requirements and matching IT solutions; coordinate business change programs, and ensure training and development opportunities are provided to stakeholders to maximise the IT systems to support research, learning and teaching and administrative activities. The culture and ethos of this role is directed towards client service operating in a highly effective and responsive client focussed central service environment.

The Business Support team focuses on two streams of activities – day to day operational activities including support and on driving improvements to the student administration processes. The Business Support Manager provides strategic direction, advice and management of the University’s corporate systems and interfaces.
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<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
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| • Manage and oversee the development and process improvement that support the organisation to continually improve the efficiency and effectiveness of their corporate systems and processes. • Identify opportunities, assess proposed changes, and make recommendations and present solutions on future changes to student administration systems and processes that support strategic direction. • Drive a culture of business process consultation to embed strong linkages between business support analysts and process owners. • Contribute to the implementation and monitoring of a risk management and quality assurance framework for systems across all stages of the student lifecycle. • Maximise efficiency and productivity through exploitation of key IT business systems. • Develop and maintain excellent relationships with internal and external stakeholders to ensure the successful delivery of student systems. • Lead, manage and set the direction of the Business Systems Support Teams to deliver optimal performance. • Ensure the maintenance and ongoing support for University’s Student Management System. • Contribute to IT projects, plans and strategies relating to systems support. • Promote policies, procedures, standards and guidelines through awareness and training events. • Ensure process, functional and system documentation is up to date and accessible to all stakeholders. • Comply with relevant EEO and WHS regulations • Perform any other duties as required and appropriate for this classification. | Reports to: Director, IT Partnerships & Engagement  
**Positions Reporting to:**  
• Business Support Team Leader  
• System Support Team Leader  
• Operations Coordinator  
**Key Direct Clients:**  
• Executive  
• Heads of Office, Heads of Dept, Senior Managers  
• Particular staff members in other offices or departments  
**Other Key Relationships:**  
• Other staff members in own office or department  
• Immediate team members  
• MQ staff in general  
• Other external contacts  
**Budget Accountability:**  
- Role-specific Conditions:  
• Criminal checks  
**Scope and autonomy**  
Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.  
**Problem solving**  
Regularly develops and/or modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation. |
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<td><strong>Influencing and Persuading</strong>: Building commitment by convincing others and winning them over to a particular point of view.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Implementing Systems</strong>: Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Setting Expectations</strong>: Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Delegating</strong>: Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Tracking Performance</strong>: Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Giving Feedback</strong>: Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Leading and Directing</strong>: Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Delivering Outcomes</strong>: Holding self and others accountable for achieving high quality and solution focused outcomes.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Degree in Computer Science degree and extensive relevant experience, or an equivalent combination of relevant skills, knowledge and experience and understanding of IT Service Management.
- Knowledge of DevOps principles. Ideally DevOps certificate in Agile Service Management (CASM).
- Understanding of Kanban methodology for managing knowledge work.
- Experience as an Agile Service Manager.
- Knowledge of SQL.

### ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of Information Technology’s functions and structure.
- Knowledge of Information Technology’s policies, systems, processes and procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.

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### KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- At least 5 years of experience in leading and managing teams.
- Track record of working and delivering on multiple business improvement initiatives simultaneously.
- Technical aptitude, written, verbal and interpersonal communication skills, project management experience and the ability to deal effectively with people at all levels and in different situations.
- Proven ability to operate in extreme high-pressure situations, successfully handle multiple competing priorities and possess a high level of discipline while displaying a high degree of flexibility and professionalism.
- Strong track record in building and managing relationships with research and education staff, collaborators, and professional staff in a higher education environment or other research institution.
- Proven experience with analysis and project management methodologies including ITIL.
- Demonstrated experience in managing diverse groups of stakeholders.
- Substantive knowledge of student administrative systems and the digital student life cycle process.
- Demonstrated experience in managing priorities and working to deadlines.
- Experience providing solutions to non-technical users including troubleshooting complicated issues across multiple systems and driving to solution.