

## Position Description

<b>Title:</b>	IT Partner & Engagement Manager	<b>HEW Level:</b>	9
<b>Faculty/Office:</b>	Information Technology	<b>Position Number:</b>	TBA
<b>Department/Team:</b>	IT Partnerships & Engagement	<b>Date:</b>	March 2018

**Position Purpose:** Establish and develop strategic partnerships with faculties and offices to ensure that IT can understand their current and future requirements and provide effective IT solutions.

### ORGANISATIONAL CONTEXT

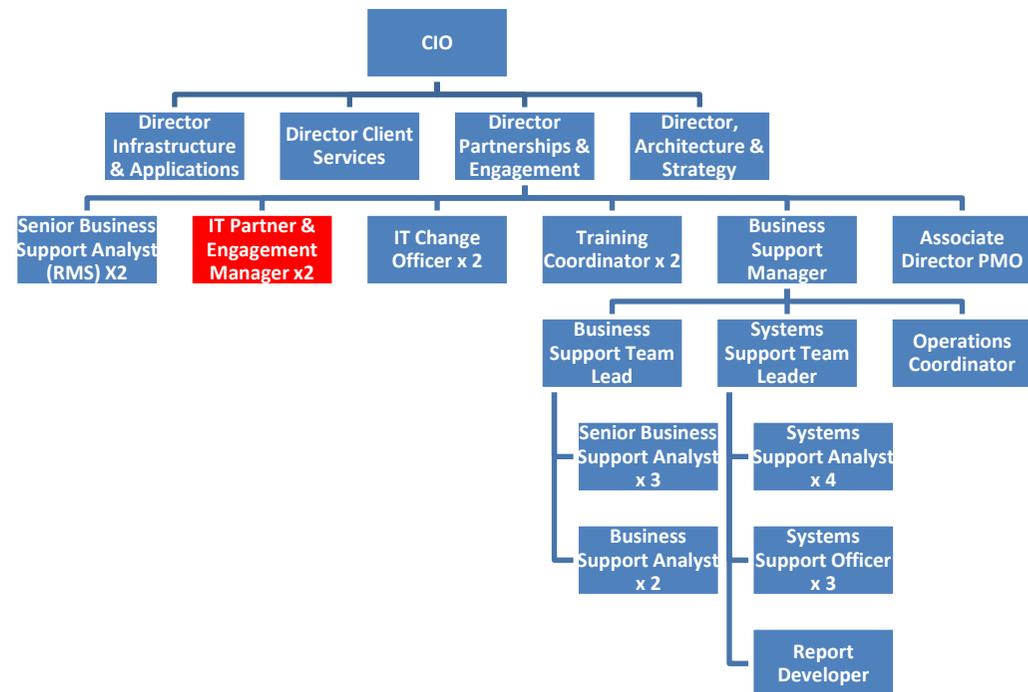
Macquarie University's central IT Department delivers a range of core services covering wired and wireless networks, infrastructure, applications, telecommunications, design and procurement of systems, project management and business analysis services, strategic IT security, and a growing number of support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

IT's present activities support the research, learning, teaching, 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 & Engagement is responsible for fostering relationships with Faculties and Offices 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 IT systems to support research, learning and teaching 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 IT Partner & Engagement Manager is responsible for managing relationships between IT and Offices so that their business needs are understood and IT services delivered to the Offices are appropriate to their needs, consistent in quality and delivery timeframes. It is expected that the IT Partner & Engagement Manager will also assume relationship management responsibilities with Office of Financial Services.

### ORGANISATION CHART



<b>KEY ACCOUNTABILITIES</b>	<b>POSITION CONTEXT</b>	
<ul style="list-style-type: none"> <li>• Be the primary contact for the Office of Financial Services.</li> <li>• To engage as a trusted advisor with Faculties and Offices, so Macquarie increases the value and return on investment by its IT assisted solutions.</li> <li>• To identify opportunities for IT to better support the business and promote IT as a trusted delivery partner.</li> <li>• To articulate requirements of the University to IT and coordinate planned outcomes.</li> <li>• Work closely with the business leaders to support them through technology planning, advising on how to exploit existing and emerging technologies, and ensuring alignment with the IT strategy.</li> <li>• In collaboration with senior staff, proactively develop and monitor client plans assessing user needs and managing expectations.</li> <li>• Work collegially across the business fostering excellent client relationships and improved IT outcomes.</li> <li>• Build relationships with key business stakeholders and work to gain a strong understanding of their strategic direction, operational needs, trends, constraints and opportunities.</li> <li>• Liaise with IT Directors and Managers to ensure appropriate solutions can be delivered.</li> <li>• Manage and set direction for the IT Partnerships &amp; Engagement team to deliver high quality and solutions focused outcomes, and coaching, mentoring and supporting the team to develop their professional skills and competence for performance improvement and growth.</li> <li>• Implement change tools and methodologies and facilitate new ways of working to embed organisational changes required to create and sustain IT and Faculties' technology capabilities.</li> <li>• Comply with relevant EEO and WHS regulations.</li> <li>• Perform any other duties as required and appropriate for this classification.</li> </ul>	<b>Reports to:</b>	Director – IT Partnerships and Engagement
	<b>Positions Reporting to:</b>	Direct: Nil Indirect: Nil
	<b>Key Direct Clients:</b>	<ul style="list-style-type: none"> <li>• Heads of Office, Heads of Dept, Senior Managers</li> <li>• Particular staff members in other offices or departments</li> <li>• Other staff members in own office or department</li> <li>• Immediate team members</li> <li>• Government funded bodies</li> </ul>
	<b>Other Key Relationships:</b>	<ul style="list-style-type: none"> <li>• MQ staff in general</li> <li>• MQ students</li> <li>• Other external contacts</li> </ul>
	<b>Budget Accountability:</b>	N/A
	<b>Role-specific Conditions:</b>	Criminal History Check
	<b>Scope and autonomy</b>	Develops and/or modifies organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.
	<b>Problem solving</b>	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.**

### **COMPETENCIES** Clusters of behaviours required for successful performance.

**Influencing and Persuading:** Building commitment by convincing others and winning them over to a particular point of view.

**Service Focus:** Provision of help and assistance to a high standard of service to students, staff, alumni and other key contacts.

**Implementing Systems:** Adopting a systematic and organised approach and developing and utilising guidelines and procedures.

**Setting Expectations:** Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.

**Leading and directing:** Taking the lead and exercising influence when managing complex situations and/or making critical business decisions.

**Teamwork and motivation:** Working in collaboration with others to achieve shared goals and developing skills and knowledge of others.

**Tracking Performance:** Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.

**Innovation and Futures Development:** Support and focus on embedding and evaluation of emerging technologies to support new approaches to research, learning and teaching.

### **ATTRIBUTES** Personal qualities related to successful performance.

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Reliability:** Meeting commitments and responsibilities.

**Interpersonal Impact:** Making a positive impression on others in a range of interpersonal contexts.

**Resilience:** Dealing effectively with and recovering quickly from setbacks or pressure.

**Accountability:** Assuming responsibility for making decisions and delivering agreed outcomes.

**Integrity:** Maintaining confidentiality, discretion and professionalism.

<p><b>REQUIRED KNOWLEDGE</b>  <b>Qualifications, technical and/or professional skills and information needed from day one for successful performance.</b></p> <p>Degree qualification (preferable post graduate) and demonstrable substantive relationship management in a large, complex organisation.</p> <p><b>ACQUIRED KNOWLEDGE</b>  <b>Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.</b></p> <p>Knowledge of the Information Technology functions and structure.</p> <p>Knowledge of the Information Technology policies, systems, processes and procedures.</p> <p>Understanding the external IT context relevant to new technology solutions to create a competitive edge for the University.</p> <p>Knowledge of how the University works and how relevant functions across the University interrelate.</p>	<p><b>KEY EXPERIENCES</b>  <b>Practical experiences and exposure to specific environments or activities related to successful performance.</b></p> <p>Extensive management and leadership experience in a complex organisation.</p> <p>Knowledge of and experience in the development of strategic partnerships and relationship management.</p> <p>Demonstrated ability to work effectively as a member of a senior management team.</p> <p>Excellent listening, interpersonal, written and verbal communication skills.</p> <p>Ability to design and use data gathering and analytical methods and interpret patterns and trends.</p> <p>Proven capacity to effectively liaise and negotiate with a diverse range of clients including staff and students.</p> <p>Demonstrated ability to manage and motivate staff in a rapidly changing technological and service environment.</p> <p>Extensive knowledge of financial and student administration lifecycle and policies.</p>
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