Australian National University

Position Description

College/Division:	Information Technology Services
Faculty/School/Centre:	Service Delivery
Department/Unit:	Service Desk
Position Title:	Service Desk Manager
Classification:	Senior Manager 1 (IT)
Position No:	20492
Responsible to:	Associate Director – Service Delivery
Number of positions that report to this role:	4
Delegation(s) Assigned:	

PURPOSE STATEMENT:

The Australian National University's information technology infrastructure plays a critical role in enabling and supporting teaching, learning, research and administration. Information Technology Services (ITS) provides unified management and coordination support for a wide range of academic and corporate information services and more generally manages development of the University's information infrastructure. Major areas include networks, communications, computing platforms, data stores, desk-top and mobile access, high-performance computing, online publishing, enterprise systems, student learning environments, and IT security. The work of ITS is coordinated with services provided within, and by Academic Colleges and Service Divisions to form a cohesive, university-wide information technology infrastructure.

The Service Desk Manager is a client facing role with responsibility for enhancing IT service delivery across the University, through the professional management of ANU Service Desk; appropriate escalation of service issues and extensive quality assurance. The Service Desk Manager will be instrumental to improving the alignment between customer-facing IT services and University strategy and business needs.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:

Under the broad direction of the Associate Director – Service Delivery ; and operating with a high degree of autonomy, the Service Desk Manager is accountable for the overall performance of the service desk and will have an extensive operational stakeholder engagement focus. This position will be responsible for improving customer engagement and communication, processes and procedures; and will build effective and collaborative relationships across portfolio areas, with Colleges and Service Divisions, and service providers. The Service Desk Manager will have direct responsibility for coordinating and managing resources, change, knowledge management, and capability management for the Level 1 and Level 2 service desks teams; and for driving a culture of service excellence; establishing a consistent, cohesive and collaborative high performing teams.

Role Statement:

- Provide effective leadership to the service desk teams. Ensure appropriate resourcing, knowledge and capability management activities are implemented, including development of, and facilitating access to, appropriate training and advancement opportunities; and supporting Team Leads with staff management/resourcing issues.

- Analyse the performance of service desk activities and documented resolutions. Identify problem areas, and ensure that troubleshooting efforts are undertaken for recurring problems. Oversee and, where necessary, undertake root cause analysis of issues, remediation, reengineering and reporting.

- Coordinate Major Incident Management, including managing and controlling operational communications to internal stakeholders and service providers. Act as the escalation point for complex and/or urgent service issues, follow up and report on recommendations and actions.

- Review, develop and implement Service Level Agreements (SLA), policies and procedures detailing an effective escalation model; end-to-end problem management/resolution processes; and appropriate response/incident resolution timeframes. Drive efficiencies across all service desk functions throughout the University.

- Undertake regular and ad hoc reporting and analysis of service desk KPI's and SLA's; including the analysis of trends and changes. Use data to conceptualise, develop and implement strategies to enhance service delivery; provide advice to ITS Executive on areas of achievement and make strategic recommendations relating to opportunities for improvement.

- Develop and maintain effective relationships and partnerships with vendors and internal clients. Monitor and evaluate client satisfaction levels; use appropriate methodologies to enhance customer engagement.

- Oversee the research, evaluation and implementation of new equipment, systems and tools. Where procurement of new technologies occurs, resolve adaption issues and ensure appropriate support and communication plans are developed and implemented to minimise disruption to business.

- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity

- Perform other duties as requested, consistent with the classification level of the position and in line with the principles of multi-skilling.

SELECTION CRITERIA:

1. Postgraduate qualifications in Information Technology and relevant experience plus management experience and expertise, or an equivalent combination of experience and education/training. Accreditation in ITIL, minium of Foundation level, and experience in managing a service desk is mandatory.
2. Demonstrated knowledge of and proven extensive experience implementing contemporary IT service delivery practices to assess and resolve complex service delivery issues in a large, complex organisation.
3. Demonstrated experience providing leadership to a diverse team in a service desk environment; including the ability to develop and implement knowledge and capability management strategies, manage staff performance and consolidate resources.
4. Proven experience developing and implementing a successful quality improvement program in a complex service delivery environment.
5. Demonstrated ability to influence and engage with stakeholders, including the ability to establish Service Level Agreements (SLA); and facilitate the understanding of technical issues to non-technical staff.
6. Demonstrated ability to generate meaningful high level statistical and written reports; and provide high level authoritative advice and articulate ideas to senior managers.
7. A demonstrated high level understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

Supervisor/Delegate Signature:		Date:	
Printed Name:	Karen Hill	Uni ID:	4000131

References:

General Staff Classification Descriptors

Academic Minimum Standards

Australian National University
Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Information Technology Services	Dept/School/Section	Customer Service
Position Title	Service Desk Manager	Classification	Senior Manager 1 (IT)
Position No.	20492	Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.

- This form is used to advise potential applicants of work environment issues prior to application.

- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/__Health_Surveillance_Program/index.asp Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp

- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see ' Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

- Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a **regular** or **occasional** part of the duties.

TASK	regular	occasional	TASK	regular	occasional
key boarding	☒	☐	laboratory work	☐	☐
lifting, manual handling	☐	☐	work at heights	☐	☐
repetitive manual tasks	☐	☐	work in confined spaces	☐	☐
catering / food preparation	☐	☐	noise / vibration	☐	☐
fieldwork & travel	☐	☐	electricity	☐	☐
driving a vehicle	☐	☐			
NON-IONIZING RADIATION			**IONIZING RADIATION**		
solar	☐	☐	gamma, x-rays	☐	☐
ultraviolet	☐	☐	beta particles	☐	☐
infra red	☐	☐	nuclear particles	☐	☐
laser	☐	☐			
radio frequency	☐	☐			
CHEMICALS			**BIOLOGICAL MATERIALS**		
hazardous substances	☐	☐	microbiological materials	☐	☐
allergens	☐	☐	potential biological allergens	☐	☐
cytotoxics	☐	☐	laboratory animals or insects	☐	☐
mutagens/teratogens/ carcinogens	☐	☐	clinical specimens, including blood	☐	☐
pesticides / herbicides	☐	☐	genetically-manipulated specimens	☐	☐
			immunisations	☐	☐

OTHER POTENTIAL HAZARDS (please specify):

Supervisor's Signature:		Print Name:		Date:	