Position Description

<table>
<thead>
<tr>
<th>College/Division:</th>
<th>Information Technology Services</th>
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<tbody>
<tr>
<td>Faculty/School/Centre:</td>
<td>Service Delivery and Engagement</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Service Desk</td>
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<tr>
<td>Position Title:</td>
<td>Business Team Lead</td>
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<tr>
<td>Classification:</td>
<td>ANU Officer Level 7 (IT)</td>
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<tr>
<td>Position No:</td>
<td>33338</td>
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<tr>
<td>Responsible to:</td>
<td>Service Desk Manager</td>
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<tr>
<td>Number of positions that report to this role:</td>
<td>12-15</td>
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<td>Delegation(s) Assigned:</td>
<td>Information Technology Services</td>
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**PURPOSE STATEMENT:**

Information Technology Services (ITS) is the corporate service division responsible for the delivery of core information technology and communication services to the University. These services include network, 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 Business Team Lead provides team leadership and technical guidance to the Level 1 and 2 teams to ensure the delivery of responsive, reliable and effective technical support to staff and students across the university.

**KEY ACCOUNTABILITY AREAS:**

**Position Dimension & Relationships:**

Under the broad direction of the Service Desk Manager, the Business Team Lead will undertake an extensive coordination role, ensuring the effective management of complex incidents and service requests. This position will liaise, and build effective and collaborative relationships, across the Division, with Colleges and Service Divisions; and service providers. As a team leader, this role will provide leadership to the Service Desk Business Team, ensuring the team is appropriately resourced and skilled; and establish close working relationships with other service desk teams and technical staff.

**Role Statement:**

Under the broad direction of the Service Desk Manager, the Business Team Lead will:

- Lead the Business service desk team, including scheduling rosters and monitoring workloads. Supervise and monitor staff performance, and work with the Service Desk Manager to establish clear work expectations for the team.
- Identify and implement staff development activities to enhance service desk capabilities, including ensuring staff understand and effectively implement standards, tools and appropriate methodologies.
- Monitor and provide ongoing analysis of team performance to ensure work is undertaken in accordance with agreed Service Level Agreements, documented standards, policies and procedures.
- Participate in root cause analysis, representing the Service Desk in meetings and ensure that appropriate re-engineering of Service Desk procedures is achieved when appropriate.
- Manage and coordinate Level 1 and Level 2 incidents and service requests. Ensure all requests are appropriately managed throughout the incident lifecycle, including appropriate prioritisation and triaging. Ensure appropriate levels of client communication is maintained, and escalate issues as required.
- Lead the delivery of high quality customer service through the provision of proactive and responsive IT support services to staff and students in accordance with all agreed standards, SLA’s, policies and procedure.
- Contribute to the continuous improvement of the service desk, including reviewing, writing and maintaining technical, operational and client-facing documentation. Write high quality reports and recommendations to inform strategic decision making processes.

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• 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 including undertaking scheduled out-of-hours work from time to time.

See the classification descriptors for general staff¹

SELECTION CRITERIA:
1. A Degree in Information Technology plus relevant experience in a busy service desk environment or an equivalent combination of relevant experience and education/training. As a guide, experience in this context is likely to be four years. Accreditation in ITIL or equivalent will be highly regarded.
2. Proven experience with enterprise-wide end user computing management tools, technologies and processes, with preference to those supporting a mixed Windows, Mac and Unix desktop environment.
3. Proven experience providing technical support and managing a service desk team, with a demonstrated commitment to customer service; including the ability to implement knowledge and skill development strategies, manage staff performance and workloads.
4. Demonstrated communication and interpersonal skills including the ability to negotiate, influence and engage with stakeholders, provide authoritative advice to senior managers; and facilitate the understanding of technical issues to non-technical staff.
5. Demonstrated experience writing high quality technical, operational and client-facing documentation.
6. Demonstrated commitment to improving IT services and keeping abreast of current and emerging technologies.
7. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<th>Supervisor/Delegate Signature:</th>
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<tbody>
<tr>
<td>Printed Name:</td>
<td>Uni ID:</td>
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References:
- General Staff Classification Descriptors
- Academic Minimum Standards

¹Schedule 5 - General staff classification descriptors - Human Resources - ANU
For assistance please contact HR Division Ph. 6125 3346