POSITION DESCRIPTION

Senior Business Partner / College Technology Manager

Position Level: 10
Faculty/Division: UNSW Canberra (ADFA)
Position Number: TBC
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OVERVIEW OF RELEVANT AREA

UNSW Canberra (a University College) delivers university services at the Australian Defence Force Academy under the unique partnership between the Department of Defence and UNSW.

UNSW Canberra is a leader in military education and research and the only military focused university college of this type globally with more than 2000 students, and 400 academic and professional staff. UNSW Canberra offers a diverse suite of degree programs at undergraduate, postgraduate, coursework and research levels, including specialised courses for Defence personnel and associated industry, including a range of executive programs.

Position Background and Summary

The Senior Business Partner / College Technology Manager will oversee successful end-to-end delivery of Information, Communication & Technology Services (ICTS) to support the UNSW Canberra’s administration, research, and teaching objectives. This will be achieved through maximising the potential of technical resources and capabilities in-house and central UNSW IT, as well as leveraging “best of breed” vendors and as-a-service providers alike.

A major component of the position is to support the implementation of obligations required for Defence Industry Security Program (DISP) membership. DISP compliance is critical for the working relationship with the Department of Defence.

The role is required to work with internal stakeholders, both in leadership and as technology advisory capacity to ensure that UNSW Canberra’s technology strategy, processes, information assets are fit for purpose, with the aim of delivering key outcomes in outstanding student experiences, research excellence and innovation. The role will implement a model of continuous service improvements and provide support services through effective solutions and service arrangements.

The Senior Business Partner / Faculty Technology Manager, is responsible to the Deputy Faculty Executive Director UNSW Canberra, and accountable to Head of Faculty Solutions UNSW IT. The role acts as a champion for the College at the university level technology forums as well as through relevant university governance.
Accountabilities

Oversee the operation of a reliable, secure and fit-for-purpose technology environment:

- Ownership of key operational processes with a continual focus on service improvement and lean outcomes.
- Drive a culture shift from bespoke solutions/services to enterprise products and shared services.
- Oversee the successful delivery of key functional areas in service desk, field services (desktop, AV and lab specialist technology), infrastructure, and application management.
- Monitor and plan availability, capacity and performance of critical systems to prevent service degradation/outages. Facilitate swift recovery from incidents with focus toward permanent resolution of any underlying issue.
- Ensure the performance of the environment and solution meets or exceeds UNSW Canberra’s requirements as outlined in the Defence - University Contract.
- Oversee and guide the local implementation of technology projects and smooth transition to BAU.
- Determine operational plans to ensure an optimal customer and defence stakeholder experience is received across the UNSW Canberra environment/campus.
- Contribute and drive to delivering and implementing the overall Enterprise Digital Support/Customer Service strategy ensuring customer centricity and continual delivery of service level agreements.
- Manage resources and infrastructure the budgets of the ICTS related to ICT, ensuring services and risk are provided for in a cost-effective and transparent manner.
- Management of any local technology based licensing and vendor relations outside of central vendor management remit.
- Work with UNSW IT and other experts across UNSW to support the development of future technology forums and create technology communities of practice for further sharing and innovation of technology disrupters.
- Build and maintain strong, trusted, and collaborative relationships and harness communication between the UNSW Canberra team and UNSW IT (both central and other Faculties) to drive improvements in customer service satisfaction and align operational outcomes of the strategic goals of the University.
- Work within and contribute to the UNSW IT Leadership team to ensure transparency in the technology strategy, technical goals and technology implementation and delivery across Academic, Research and Security portfolios for UNSW Canberra IT and align the portfolio of projects for the College to ensure cost, delivery responsibility, ongoing maintenance and change management has been agreed and recorded in advance.

Risk, Governance and DISP compliance:

- Manage UNSW Canberra ICT operations within the governance, risk and project frameworks of UNSW IT.
- Drive the development and maturity of the Cyber pillar of the DISP (Defence Industry Security Program) membership, working with the UNSW Canberra Contract and Governance Unit to ensure the full DISP obligations are achieved and maintained.
- Ensure both operational and strategic ICT risks are identified, tracked, reported, and controlled according to risk lifecycle management.
- Develop and foster a governance driven technology culture aligned to the enterprise UNSW IT model of the University.

Establish and maintain communications channels with stakeholders:
• Engage with key stakeholders to support the development of the UNSW Canberra IT strategy and prioritised technology roadmap for the coming year and longer-term; in strong alignment with the operational, educational and research requirements of the College and its Schools.

• Facilitate the UNSW Canberra team to successfully create and maintain effective relationships with key stakeholder across the College and the broader University.

• Provide high-level strategic advice to the College senior management on all matters related to information and communication technologies for UNSW Canberra and the broader University, particularly strategic relationship management with Defence.

• Act as the nominated representative within UNSW Canberra IT to the Change Advisory Board, Architectural Advisory Group, Customer Service Forum and other operational forums.

Continuous Improvement of the technology service experience for students, staff, Defence and other University Partners:

• Lead initiatives to drive continuous value and optimise cost in the provision of technologies, in a security driven environment.

• Produce adequate reporting and analysis covering the end-to-end technology landscape with a key focus on availability, capacity, end-user satisfaction and security, to provide a foundation for service delivery improvements.

• Plan and establish expectations with stakeholders on cyclical technology deliverables, including teaching laboratory preparation and device refresh cycles.

• Proactively engage with Teaching, Research, Professional and College Executive via formal and informal means and use this engagement to implement service improvements as well as technology strategies to cater for business needs. Be a champion for the needs of the end-user.

Team Leadership and Development:

• Cultivate a team that takes pride in customer service and is efficiently driven by best practice processes.

• Manage staff development so that ICTS staff have the skills appropriate to deliver as required, and plan upskilling within teams in light of evolving technology and service environment.

• Manage the ITS operating model and coordinate the workloads of the UNSW Canberra team to ensure cross-coverage and cross-functional collaboration of knowledge and technical expertise.

• Develop and maintain a local a service culture which provides a superior level of customer and stakeholder experience from initial contact to post-closure follow up.

Skills and Experience

• A Tertiary qualification with significant management experience in technology related roles, with exposure to strategy development, architecture, security standards and controls.

• Proven experience in ITIL service management environments.

• Demonstrated leadership and stakeholder management at senior leadership levels and in complex matrix environments.

• Solution focused with the ability to demonstrate high levels of negotiation and consultation expertise.

• Proven superior interpersonal and communication skills focusing on customer satisfaction using customer centric approaches to customer management.
• Extensive people management skills with significant experience in building effective / high performance, professional, customer focused IT teams along with developing, mentoring and retaining staff.

• Demonstrated capability in innovative thinking to drive future state technology outcomes for customer experience.

• Demonstrated ability to listen and synthesise information to persuade risk based technology decision making with executive staff.

• Demonstrated ability to build effective reports that articulate the current state of actual, delivery, future requirements, risk and issues and financial tracking. (including Total Cost of Ownership . TCO)

• Sound understanding of the tertiary education and security sector, trends and challenges and the ability to use Cross Industry solutions.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.