POSITION DESCRIPTION

Specialist – Vendor and Commercial

Position Summary
The Specialist – Vendor and Commercial directly supports the Vendor and Commercial team in the achievement of objectives and commitments relating to the administration and provision of Software License Management and associated services that enable the University to improve its business operating model.

The Specialist reports to the Manager – Vendor & Commercial and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Oversee the delivery of day-to-day services provided by strategic IT vendors to assist the business with achieving contract outcomes and extracting maximum value.

- Assist with managing key software vendors and contracts to support IT with the implementation of enterprise-wide software agreements, including developing a deep understanding around the technical elements of software licensing.

- Review and analyse existing agreements in conjunction with business requirements to provide subject matter expert advice and assist business owners with making informed decisions for contract renewals ahead of time.

- Maintain compliance by ensuring that business stakeholders understand software entitlements and assist with implementing a framework for the successful management of enterprise software licensing across the University.
• Manage and support with overseeing supplier performance in-line with contractual obligations to manage risk, monitor costs, identify performance gaps, resolve disputes and develop continual service improvement.

• Act as an escalation point and subject matter expert for the resolution of complex technical and escalated customer incidents and requests.

• Support IT Finance to facilitate timely payment of supplier invoices and resolution of invoice discrepancies and reconciliation.

• Work alongside business stakeholders to maintain and grow relationships with key existing vendors and identify opportunities for new engagements.

• Maintain a thorough understanding of UNSW procurement policies and procedures and assist IT stakeholders to ensure that these processes are followed.

• Pro-actively engage with business groups across the University to understand requirements and identify opportunities to add value to UNSW and improve service provision.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

• Relevant qualifications and experience in working within a large organisation that delivers a range of IT services across several categories.

• Advanced interpersonal, communication and organisational skills with a proven ability to build relationships with stakeholders to define the best approach to achieve business objectives.

• Comprehensive business and commercial acumen with experience in vendor mediation and dispute resolution.

• Proven ability to be able to work in a fast-paced environment and collaborate with other teams to achieve business outcomes.

• Strong understanding of IT frameworks, models, and concepts (ITIL, ITSM, SIAM) to enable best practices and the successful delivery of IT services.

• Comprehensive knowledge of IT industry including market trends and emerging technologies.

• Proven understanding of contemporary computer operating systems, IT applications and infrastructure with deep knowledge around enterprise-wide software agreements.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• 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.