This position provides leadership and specialised technical knowledge and direction around image standardisation, and Quality Assurance testing of new products and solutions and ensures a high-quality user experience for desktop, laptop, and mobile platforms. They will be expected to build a strategy around the end-user architectural foundation creating a framework to deliver efficient digital solutions to UNSW IT customers as well as manage the delivery and execution of ITSM framework within the Enterprise, with key focus on Incident, Change, Release, and Knowledge Management.

A key part of the role will be to take the initiative in identifying and negotiating appropriate personal development opportunities as well as analyse requirements and advise on scope and options for continuous operational improvement.

This role works under broad direction, is self-initiated, and performs an extensive range and variety of complex work activities.

Influences organisation, customers, suppliers, partners and peers on the contribution of own area of expertise. Is fully responsible for meeting allocated objectives, establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. Makes critical decisions which impact the success of assigned work, such as results, milestones and budget. Has significant influence over the allocation and management of resources appropriate to work. Leads on user/customer collaboration throughout all stages of work. Ensures users’ needs are met consistently through each work stage.
This role is familiar with recognised industry bodies of knowledge, actively seeks out new knowledge for own personal development and the mentoring or coaching of others.

The role of Manager, Device Engineering reports to the Head of Workplace Services, and has 9 direct reports which include roles such as Senior Specialist – Desktop and Infrastructure, and Specialist – Desktop and Infrastructure.

ACCOUNTABILITIES

Specific accountabilities for this role include:

- Build compliance strategies to ensure that system software is tailored to facilitate the achievement of service objectives.
- Lead the investigation and coordination of risk mitigation and problem resolution of potential and actual service problems.
- Manage and select effective end user hardware and hardware management design standards, methods and tools, consistent with agreed enterprise policies and best industry practices.
- Develop and implement strategies that ensure hardware designs balance functional, service quality, security, systems management and sustainability requirements.
- Lead a team of technical specialists, and provide expert technical knowledge in the systems testing of platform specific versions of the software products on varying platforms.
- Manage IT assets for a selection of devices, working with the Vendor and Supply Chain team to ensure that management of the acquisition, storage, distribution, movement and disposal of assets is carried out in a cost effective and efficient way.
- Use quality management models and techniques to identify areas for improvement within end user desktop and infrastructure, including but not limited to hardware standards, cloud technologies, enterprise end user management and security systems and practices.
- Hold responsibility for installation projects, providing effective team leadership, including information flow to and from the customer during project work.
- Influence and lead the creation of strategies, policies, standards and practices to ensure compliance between UNSW strategies, technology strategies, and enterprise transformation activities.
- Drive collaboration to align critical key stakeholders with diverse objectives to agree and adopt the technology strategy and new solutions.
- Monitor, prioritise and guide on market and environmental trends, business strategies and objectives, and identify the business benefits of alternative strategies.
- Develop and lead the presentation of business cases for high-level initiatives, and prioritise to progress opportunities to invest more broadly for greater business benefit.
- Provide expert, specialist advice to support transformation programs, providing strategy and services to support the resolution of conflicting demands and/or designs and initiatives that continue to mature this capability.
- Proactively identify and escalate potential risks and ensure security is appropriately addressed. Contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.
- Provide organisational leadership, including developing, managing and engaging teams, driving a strong customer centric culture and healthy engagement within the organisation.
• Proactively collaborate with the business and IT stakeholders to jointly lead the uplift in service delivery of the IT organisation.

• Promote a culture of process and continuous improvement, championing professional standards, innovation and professional method.

• 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

• Tertiary qualification in a relevant discipline, plus a minimum 10 years IT experience in a service industry or on a similar scale to UNSW, of which 5 years has been in a management role.

• Extensive experience and knowledge of diverse end user technologies and desktop cloud services and vendors.

• Experience in an infrastructure management role with accountability and responsibility for budget management, and team management in a multi-sourced environment.

• Superior level of desktop technology knowledge and the general technical landscape.

• Proven ability to successfully develop and lead the implementation of robust digital strategies to deliver business outcomes and experience with driving technology change.

• Strong analytical skills, effective business planning and budgeting skills with demonstrated experience in strategic and operational planning.

• Strong leadership and people management skills, with significant experience in building effective / high performance teams along with developing and retaining staff.

• Versatile, results-oriented, with a continuous improvement focus and ability to influence outcomes with both senior leaders and other stakeholders throughout the organisation.

• Demonstrated creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

• Strong interpersonal, communication and negotiation skills including the ability to develop effective relationships and influence key stakeholders at all levels in the organisation.

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