UNSW CANBERRA

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POSITION DESCRIPTION

Manager Client Services Support

Faculty/Division	UNSW Canberra
Classification Level	Professional 8/9 broadband
Hours & Span (Category)	O - UNSW Canberra all staff
Position number	00070578
Shiftwork status	NOT SHIFTWORKER
Allowances	
On call arrangements	May be required
Original document creation	10 October 2024

Position Summary

Working in a fast-paced and dynamic environment, Client Services Support (CSS) is the first point of contact into the Information, Communication & Technical Services (ICTS) Unit.

The Manager CSS within, is responsible for leading a team to provide high quality and efficient support to customers of ICTS at UNSW Canberra. This role is accountable for the delivery of all CSS requests lodged through the UNSW Service Management Ticket system, over the counter and telephone enquiries. It also oversees the support, lifecycle management and future directions of Faculty and ADFA Audio Visual and Venue Technology capabilities.

The ICTS Service Desk is the central support point for UNSW Canberra IT services and operates from 8am to 5pm, Monday to Friday.

The role reports into the Head of ICTS (College Technology Manager) and leads a team of Client Services and Venue & Tech staff. It works with internal and external stakeholders, both in a leadership and advisory capacity to ensure alignment with and delivery of UNSW Canberra's administration, research, and teaching objectives.

There is a dotted line relationship with key UNSW IT Units ensuring a tight alignment with broader University IT strategies, directions and enterprise solutions are maintained, whilst also representing the needs and interests of UNSW Canberra.

Accountabilities

Specific accountabilities for this role include:

- Undertake day-to-day management of the CSS team, including the development and delivery of key business requirements.
- Manage and coach team members to resolve incidents and requests according to assigned priorities

and timeframes whilst ensuring customer service targets and objectives are understood and being achieved on a daily basis.

- Monitoring for service, accuracy, completeness, appropriate categorisation and prioritisation.
- Provide training and development to team members in the use of relevant IT tools and procedures.
- Monitor and report on results using qualitative and quantitative measures.
- Provide expert advice and coordination of end to end solutions.
- Manage complex risks and issues, and work with the team to ensure appropriate mitigation strategies are in place.
- Manage the end to end lifecycle, day to day support and future direction of Audio Visual and Venue Technology capabilities across the Faculty.
- Manage and lead projects and initiatives, relevant to the CSS team.
- Develop solutions for the IT Knowledgebase and proactively contribute to a self-service culture.
- Undertake and in collaboration with other ICTS managers; financial management and budgeting, workforce planning and recruitment, staff rostering and liaison with key stakeholders to clarify ICTS requirements.
- Identify and implement Continuous Service improvement initiatives that will result in an increase in the customer experience.
- Lead, build and maintain strong, trusted, and collaborative relationships with and harness communication between the UNSW Canberra CSS team and UNSW IT. Driving an alignment of operational outcomes to the strategic goals of UNSW IT and the University, reducing duplication in services and leveraging opportunities to deliver improvements in customer service satisfaction.
- Support the College Technology Manager in:
    - Delivery and operations of a reliable, secure and fit-for-purpose technology environment
    - Defence Industry Security Program (DISP) compliance and adoption
    - Faculty IT Strategy and Operational Planning
    - ICTS service improvements , change initiatives and culture transformation
- Escalate issues to the College Technology Manager or the Deputy Faculty Executive Director.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.
- Perform other duties as requested, consistent with the classification level of the position and in line with the principle of multi-skilling and IT service support coverage.

Level 9 – in addition to Level 8 accountabilities

- Manage complex risks and issues, and work with the team to ensure appropriate mitigation strategies are in place.
- Manage and lead projects and initiatives, relevant to the CSS portfolio and UNSW Canberra Strategy.
- Undertake financial management and budgeting, workforce planning and recruitment, staff rostering and liaison with key stakeholders to clarify ICTS requirements.
- Provide ongoing support to the College Technology Manager in a Deputy capacity.
- Lead, build and maintain strong, trusted, and collaborative relationships between the UNSW Canberra CSS team and UNSW IT. While, driving an alignment of operational outcomes to the strategic goals of UNSW IT and the University, reducing duplication in services and leveraging opportunities to deliver improvements in customer service satisfaction.

Skills and Experience at a level 8

- Relevant tertiary qualification, ITIL Foundation Certification, and minimum of least five years' experience working within a IT service delivery environment in a University or large organisation with a high volume of work throughput.
- Sound experience in leading, managing and mentoring teams ensuring growth in both breadth and depth of role, assignment and rostering.
- Demonstrated Service Management and Service Desk systems experience.
- Demonstrated experience implementing and working to internal Service Level Agreements and working effectively and collaboratively on initiatives with a range of people at different levels within an organisation to meet end user needs.
- Excellent verbal and written communication skills, with the ability to write procedures and other support documentation.
- Strong analytical thinking and troubleshooting skills with the ability to develop and document technical solutions for updating a knowledge base.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- 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.

At a level 9 – in addition to Level 8 skills and experience:

- Significant management experience, more than 7 years, in IT Customer Service/Information Technology related roles.
- Agile/LEAN experience and well-developed project management skills.
- Experience managing complex and challenging teams.
- Experience in business case, policy and proposal development, contract and vendor management.

Pre-employment checks required for this position

- Verification of qualifications
- Criminal History Check
- Identification Check
- Australian Work Rights Check

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.