**Make it matter.**

# IT Service Designer

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| Faculty/Division | Division of Operations |
| Classification Level | Professional 9 |
| Hours & Span (Category) | G - Administrative, Clerical, Computing, Professional & Research Staff |
| Position number | ADMIN ONLY |
| Shiftwork status | NOT SHIFTWORKER |
| Allowances | NOT APPLICABLE |
| On call arrangements | NOT APPLICABLE |
| Original document creation | 5 July 2024 |

## Position Summary

As an IT Service Designer, you will play a critical role in shaping the end-to-end customer experience for our cloud and on-premise services. You will collaborate with cross-functional teams to design, prototype, and deliver user-centered services that meet the needs of our customers and drive business success. The IT Service Designer plays an essential role in encouraging adoption of the new platform by creating a seamless, client-centric experience for in-house developers. They focus on the integration and interoperability of the entire service ecosystem.

The role reports to Senior Manager – Platforms and Services

## Accountabilities

Specific accountabilities for this role include:

- Identify Service Request requirements with key stakeholders and design Service Request forms; identify any approval requirements, design support workflows, write use cases and test cases to validate stakeholder needs.

- Collaborate with product managers, engineers, and other stakeholders to ensure design alignment and feasibility.

- Develop and maintain design documentation, including design principles, patterns, and standards. and Conduct usability testing and gather feedback to iterate and improve service designs.

- Develop and iterate on service concepts, including customer interfaces, workflows, and interactions, to support a whole of UNSW Technology cohesive and client-centric service experience.

- Develop user personas, journey maps, and service blueprints to inform design decisions

- Develop and document service management plans, hand-offs in DevSecOps processes and facilitate seamless communication between teams to create integrated change and operations understanding between teams.

- Prototype and test service concepts with clients to gather feedback and validate design decisions before implementation

- Facilitate communication and collaboration between different team members and stakeholders to ensure a consistent and holistic approach to service design and delivery for cloud products and services

- Proactively identify and lead opportunities for operational improvements and implement necessary changes.

- Share knowledge and provide training to promote cross-functional collaboration and skill development within the team.

- Stay up-to-date with industry trends and emerging technologies in hybrid and cloud solutions and service design.

- Align with and actively demonstrate the Code of Conduct and Values and 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.

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## Skills and Experience

- Tertiary qualification in Computer Technology (or equivalent), supplemented with demonstrated success in an IT environment and managing multiple complex projects in a large and diverse organisation and subsequent relevant experience.

- Proven experience in service management operations, specifically in creating and maintaining services across infrastructure and application domains.

- Excellent communication, collaboration, and project management skills.

- Anticipate and assess changes which impact the business and exercise judgement in the absence of precedent, making customer decisions with significant impact.

- Familiarity with ITIL, SIAM or other IT service management frameworks.

- Experience in service design and process improvement, with a focus on Human-Centred Design principles including Double Diamond design process model.

- Experience working with cross-functional teams, including Product Managers, engineers, and business stakeholders, to ensure alignment of service design with overall product vision and objectives.

- Knowledge of customer research methods and tools, such as interviews, surveys, and usability testing, to inform design decisions.

- Familiarity with security practices and frameworks relevant to cloud and hybrid environments.

- Understanding of DevSecOps principles and practices.

- Continuous learning mindset to stay up to date with industry trends, emerging technologies, and best practices in service design and cloud/hybrid infrastructure services.

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

- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

## Pre-employment checks required for this position

- Verification of qualifications

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.