



Position Description – Business Alignment and Project Manager, IT Services

About Arts Centre Melbourne

Situated in the heart of Melbourne’s cultural precinct, the Arts Centre Melbourne presents world-class performing arts in a year round exciting program. Experience Australia’s best performing arts companies and exceptional international productions, alongside celebrations of comedy, cabaret and popular music.

Our values describe behaviours we will demonstrate in our interactions with Visitors, Presenters, Government and each other: Leadership, Creativity, Inspiration, Inclusivity and Integrity.

About the Business Unit

The IT team is responsible for enabling Arts Centre Melbourne through Services and Technology. It collaborates with all other business units including external presenters and customers to deliver assistance and advice in a flexible, transparent and innovative manner.

The IT Services team consists of three distinct areas; Plan, Build and Run. The Plan team provides service level, project and account management services to the organisation. The build area is responsible for providing cost effective and robust solutions, while the run team delivers service support and operational duties within a 24x7 environment.

About the Position

Primary Purpose

The Account Manager serves as the primary IT contact for the customers of IT. This role centres on strengthening the alignment between the IT function and the rest of the Arts Centre. It is focused on working with project teams to complete the planning processes including gathering requirements, preparing work plans, cost estimates and schedules.

This role is an essential element of managing both business and IT projects so that they are delivered on-time, within budget and with high quality.

Reports to

Planning Manager

Direct Reports

N/A

Key Relationships

Internal

All Arts Centre Melbourne staff

External

Presenters, third party vendors and consultants

Position Type

Full Time Fixed Term

Salary Classification

Band 4.3

Financial Delegation

\$0

Key Criteria	
Qualifications	Relevant tertiary degree or equivalent professional qualification and/or 5 years' experience in Information Technology, Business Analysis or Project management essential.
Experience	<ul style="list-style-type: none"> • Exceptional written and verbal communication skills • Proven time management and organisational skills • Demonstrated ability to organise, manage to deadlines and control several initiatives concurrently with conflicting needs • Moderate project management experience • Moderate experience working with technical specialists and business stakeholders • Moderate ability to gather requirements and produce documentation that clearly supports internal/external business partners • Basic Account Management skills required in order to create, maintain and enhance customer relationships • Desirable • Moderate experience in the Arts, Venue and/or Ticketing industry • Basic awareness of technical systems (understand software, hardware, networks, etc.) • Basic technical experience with Microsoft technologies • Basic knowledge of Web-based technologies • Basic experience working with ITIL-based processes
Other (ie legal or physical)	<ul style="list-style-type: none"> • This position involves primarily sitting at a workstation, operating a computer with the occasional need to lift and carry small office items.

Accountabilities

- Serves as the link between internal business units and IT through effective relationships and maintaining Customer Service standards
- Support the development of investment cases that are aligned with the needs of both the business and IT
- Manage and deliver projects to meet time and efficiency goals and project objectives
- Provide business analyst support for system implementations and optimisation work
- Acts as the customer advocate, assist with driving a shared project vision and manage customer expectations of IT capabilities
- Provide an escalation point for everything relating to IT within Arts Centre Melbourne including incidents and problems
- Provide 2nd and 3rd level application support and guidance to ensure business needs are met
- Promote and contribute to a safe, healthy and secure work environment within the framework of OH & S Compliance

Decision Making

A high level of operating autonomy is required and the incumbent is expected to make decisions relating to the management of projects, specifically scheduling, risks, issues, budget and escalation. This role also manages the relationship with other business units and helps drive technology and systems decisions within these business units.