



Position Descriptions

KING & WOOD
MALLESONS

Position title: Technical Delivery Manager
Supervising manager: Head of Technology Solutions
Shared Services team: Technology
Centre: Sydney

Date Created / Last Edited: 20 April 2017

King & Wood Mallesons requires partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

King & Wood Mallesons is an Equal Employment Opportunity (EEO) employer and requires all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment.

Position summary

The Technical Delivery Manager leads a team of specialists and developers who are responsible for design, delivery and support of technology solutions across the firm.

You will proactively drive technical solutions that deliver enhancements to existing platforms while applying best practice to deliver new and innovative solutions aligned to the firm's business objectives.

You will collaborate with key stakeholders and vendor suppliers, and play a lead role in continuing to evolve the firm's technology platforms to deliver an exceptional user experience. You are responsible for implementing software development lifecycle disciplines, ensuring all code development methods are best practice and creating and maintaining supporting documentation.

You will be responsible for managing the ongoing development of staff and building the team to deliver business value. You are responsible for providing direction to and managing the workload of the team, communicating progress to key stakeholders, as well as resolving, managing and escalating issues within acceptable timeframes.

The team embraces teamwork, collaboration and looks to the Technical Delivery Manager for mentoring and implementation of continuous improvement initiatives. You will work closely with the firm's legal teams and other Technology teams including Projects, Operations, Service Delivery and Training to deliver superior digital client experiences.

Your key responsibilities

-) Build, mentor, support and motivate staff
-) Foster a supportive, collaborative, inclusive and engaging working environment for staff
-) Facilitate and support a mindset of innovation and continuous improvement
-) Develop, maintain and support the firm's technical environments

-) Collaborate, and develop strong relationships, with key stakeholders
 -) Manage the development, reengineering and implementation of technical solutions in line with project timelines, service level objectives and user expectations
 -) Work with the wider firm to help define and deliver strategies that position the firm to achieve its business objectives
 -) Influence and lead design efforts to deliver secure and scalable technology solutions that satisfy firm policies and guidelines
 -) Listen to and understand business needs, map requirements and transform business specifications into technical solutions that deliver value to the firm
 -) Lead cross-team projects from conception to completion
 -) Manage stakeholders' expectations to deliver new products and solutions within agreed timeframes
 -) Adhere to ITIL V3 processes such as incident, change and problem management
 -) Implement modern engineering practices including continuous integration and automation
 -) Identify future needs for business technology solutions and influence the delivery roadmap
 -) Lead planning and budgetary processes for software and hardware licensing
 -) Engage with vendor suppliers to ensure the best possible solutions and value
-

Your key relationships

-) Head of Technology Solutions
 -) Chief Information Officer
 -) Technology Managers and broader teams
 -) Other Shared Services and legal teams
-

Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

-) **Technical excellence**
 - application of technical knowledge appropriate to the client's commercial objectives
 - development of technical expertise
 -) **Client engagement**
 - consistently delivering superior client service
 - becoming a trusted advisor through deep understanding of the client
 -) **Operational excellence**
 - commitment to continuous improvement through innovation
 - effective workload and project management
 - applying business acumen in delivery of service to clients
 -) **People engagement**
 - respectful and supportive interactions that lead to firm high performance.
-

Skills and attributes

-) Digital mindset and proactive, enthusiastic approach to delivering technical solutions
-) Exposure delivering client centred solutions in modern software engineering environments
-) Strong ability to build relationships with end-users and Technology employees at all levels
-) Strong experience developing staff and building outcome focussed teams
-) Strong ability to manage and deliver work within timeframes
-) Strong knowledge of software development lifecycle methodologies
-) Ability to deliver projects from conception to completion
-) Ability to visualise and articulate a vision for the team
-) Strong business acumen

-) Strong understanding of workflow products (K2 Black Pearl preferred)
-) Proactive and flexible approach to tasks
-) Familiarity with spreadsheets and database tools (Microsoft SQL preferred)
-) Good understanding of internet protocols and server/client side architecture
-) Knowledge of the technical integration requirements of web and workflow solutions
-) Knowledge of code management solutions

Qualifications and experience

-) Tertiary qualification in technology or related discipline
-) Previous implementation of software development lifecycle methods is desirable

Our Vision & Values

Our global vision

'To create a unified top tier global law firm headquartered in Asia'.

Across our global firm we have **values** that guide us and that we aspire to live up to

-) Client centric
-) Dynamic and entrepreneurial
-) One team. One firm
-) Excellence and innovation
-) Stewardship
-) Global perspective

.....these are the same whichever part of the firm you work in, in all countries.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/ manager as part of KWM's performance evaluation, development and progression processes.