

## POSITION DESCRIPTION

<b>Position Title</b>	IT Team Leader		
<b>Organisational Unit</b>	IT Directorate		
<b>Functional Unit</b>	IT Service Delivery		
<b>Nominated Supervisor</b>	National Manager, IT Service Delivery		
<b>Higher Education Worker (HEW) Level</b>	HEW Level 7	<b>Campus/Location</b>	Ballarat
<b>CDF Achievement Level</b>	2 Management (Line)	<b>Work Area Position Code</b>	13837, 13838
<b>Employment Type</b>	Full-time, Continuing	<b>Date reviewed</b>	October 2017

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in

resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at [www.acu.edu.au](http://www.acu.edu.au).

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

## **ABOUT THE CORPORATE SERVICES PORTFOLIO**

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The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

## **ABOUT THE IT DIRECTORATE**

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Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate is led by the Director of Information Technology and three Associate Directors. The Director is responsible for overall strategic planning and governance, while the Associate Directors are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise Strategy and planning, Applications, Infrastructure and service delivery.

The Information Technology Directorate is a professional business unit with a customer service focus. Its vision is to deliver high quality ICT Strategic services to support learning, teaching, research and business functions within the University. The Information Technology Directorate is responsible for the planning, management and delivery of information technology and services across the University to ensure the development and implementation of enhanced delivery systems and infrastructure to support the University Strategic Plan and activities.

## **ABOUT IT SERVICE DELIVERY**

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The Service Delivery group will work closely with the business (service recipients) and with other IT functions to provide service excellence with a national focus across the Service Desk and onsite support teams. The Service Delivery group will seek to enhance customer service and satisfaction by increasing the first call resolution rate and meeting the service standards. The group is responsible for constantly assessing customer feedback and working across the Directorate to implement necessary improvements.

The Service Delivery function will be a flexible service delivery model (as per current interim structure), to provide a larger pool of trained and adaptable staff to deliver service and share resources during peak periods.

## **POSITION PURPOSE**

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Under the broad direction of the National Service Delivery Manager the position will lead a team of Support Service Officers in the provision of customer focused Information Technology (IT) services and Audio Visual (AV) services, and support to the University community and teaching spaces as supported by the IT Directorate.

The primary focus of the role is the day-to-day supervision of the activities of the team of support staff engaged in the provision of IT support to members of the University community, with computing, videoconference and audio-visual services.

The role will also provide guidance and assistance to team members engaged in fault diagnosis and resolution.

## POSITION RESPONSIBILITIES

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### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

### Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team ✓	School or Campus ✓	Faculty or Directorate ✓	Across the University ✓
Professional representation of the IT Directorate at all levels of management, within the University and externally.	<ul style="list-style-type: none"><li>• Communicate with Impact</li><li>• Deliver Stake holder centric service</li><li>• Make informed decisions</li></ul>		✓		

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<p>Supervise a team of Service Support Officers in the delivery of IT and AV support to the University community, for the support and maintenance of information technology equipment including videoconference and audio-visual equipment, within teaching spaces, lecture theatres and general office areas.</p> <p>Provide guidance and assistance to team members engaged in the diagnosis and resolution of hardware, software, network and related issues and provide second and third level support, where required.</p> <p>Develop a team of Service Delivery Officers to identify, troubleshoot and resolve 1st and 2nd Level Support problems.</p> <p>Monitor workflow and coordinate IT and AV support resources, such as prioritising and assignment work to staff in a timely manner to ensure that the appropriate service levels are being delivered.</p>	<ul style="list-style-type: none"> <li>Coach and Develop</li> <li>Deliver stakeholder centric service</li> <li>Know ACU work processes and systems</li> </ul>	✓			
<p>Monitor and maintain the IT and AV infrastructure and operations, standards, processes and procedures supported by IT Service Delivery, including hardware, software and associated services.</p>	<ul style="list-style-type: none"> <li>Deliver stakeholder centric service</li> <li>Collaborate effectively</li> <li>Know ACU work processes and systems</li> </ul>			✓	
<p>Work with other Team Leaders, IT Campus Coordinators, Service Desk Manager, and other staff and provide technical expertise and advice in supporting of University-supplied hardware and software deployed within the Standard Operating Environment and Standard Teaching Spaces, accepting responsibility as a technical support specialist.</p>	<ul style="list-style-type: none"> <li>Collaborate effectively</li> <li>Communicate with Impact</li> <li>Make informed decisions</li> </ul>				✓

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Maintain local campus asset management records for all IT related equipment (including the CMDB).	<ul style="list-style-type: none"> <li>Know ACU work Processes and Systems</li> </ul>		✓		
As part of the ongoing improvement program, engage in projects by performing tasks such as, the assessment of user requirements, planning, hardware and software configuration, testing and installation.	<ul style="list-style-type: none"> <li>Make informed decisions</li> <li>Adapt and lead change</li> <li>Collaborate effectively</li> </ul>	✓			
<p>Monitor, review and measure IT service performance against agreed to service standards and the IT Service Catalogue, with the aim of maintaining high level customer services identified within the University Service Matters Framework.</p> <p>Critically assess reported problems and recommend solutions where necessary.</p> <p>Assist other members of the Support Services team with complex problems and provide leadership within the team.</p>	<ul style="list-style-type: none"> <li>Know ACU work Processes and Systems</li> <li>Make informed decisions</li> <li>Adapt and lead change</li> </ul>	✓			
Ensure there is appropriate user and technical documentation across the University for the support of IT Service Delivery.	<ul style="list-style-type: none"> <li>Know ACU work Processes and Systems</li> </ul>				
Liaise with vendors where necessary and work with other staff within Service Delivery and the wider IT Directorate, as required to plan and deliver integrated services.	<ul style="list-style-type: none"> <li>Apply commercial acumen</li> <li>Make informed decisions</li> </ul>			✓	

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Support strategic direction by being aware of the strategic objectives of the University and the IT Directorate, and supporting these objectives as part of the delivery of services. Additionally, supporting the continual improvement of the Service Delivery Team Nationally through a consistent approach to work and thought continual improvement recommendations, and carrying out its implementation.	<ul style="list-style-type: none"> <li>Be responsible and accountable for achieving excellence</li> <li>Collaborate effectively</li> <li>Adapt to and lead change</li> </ul>	✓			
Observe Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities.	<ul style="list-style-type: none"> <li>Know ACU work processes and systems</li> <li>Make informed decisions</li> <li>Be responsible and accountable for achieving excellence</li> </ul>	✓			
Stay up to date with current and emerging technologies, allowing the ability to support new university services as they develop.	<ul style="list-style-type: none"> <li>Be responsible and accountable for achieving excellence</li> </ul>	✓			
Within the scope of the IT Directorate, assist with other related IT and AV issues/requests as directed.	<ul style="list-style-type: none"> <li>Be responsible and accountable for achieving excellence</li> <li>Know ACU work processes and Systems</li> </ul>			✓	

## HOW THE ROLE OPERATES

### Key Challenges and Problem Solving

- Managing and developing a team of technical staff to achieve an efficient and collaborative team approach;

- Developing and maintaining areas of specialist expertise and using this expertise to work with and inform other areas of the university;
- Be responsible for coordinating technical staff to meet School, Faculty and University requirements and timelines.

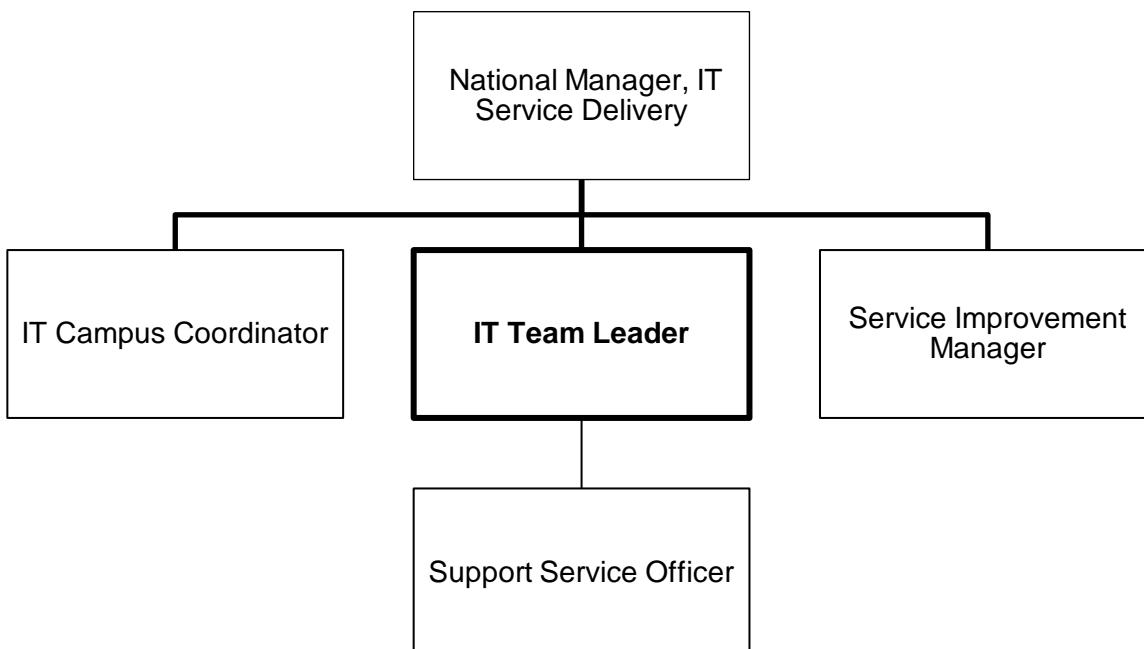
### **Decision Making / Authority to Act**

- The position holder has substantial autonomy in the day-to-day management of support staff and make day-to-day decisions on staff resourcing
- The position holder evaluates routine & specific enquiries, and escalates more complex matters. Provides input to the accuracy and creation of procedure manuals and guidelines to assist the team ability to respond to routine enquiries.

### **Communication / Working Relationships**

- The position holder works collaboratively with a range of people and maintains effective relationships with management, Learning and Teaching Centre, academic and teaching staff, business system owners, IT colleagues, general staff and external suppliers and solution providers to ensure high availability of support services for the University.

### **Reporting Relationships**



For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

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### Qualifications, skills, knowledge and experience

1.	Information Technology/Computer Science or specific degree qualification with reasonable relevant IT experience or an equivalent combination of relevant IT experience and/or IT education/training.
2.	Demonstrated Management, Leadership and supervisory skills with the ability to lead and manage a team, make decisions and determine priorities
3.	Demonstrate personal drive and integrity by accepting personal responsibility for completion of work and exhibit effective prioritisation and time management skills to deliver agreed outcomes within set timeframes.
4.	Expert knowledge and substantial experience of current MS Windows operating systems, MS Office Suites, PC and Apple technologies; and experience with issues, and/or in the installation of, supporting Audio Visual and Video Conferencing Technologies, mobile technologies, print and imaging technologies, experience with the ITIL framework and troubleshooting data networking issues.

### Core Competencies (as per the [Capability Development Framework](#))

5.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
6.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the <a href="#">ACU Service Principles</a> .
7.	Demonstrated ability to communicate with impact and purpose to gain the support of a wide range of stakeholders, both internal and external to create positive impact and successful outcomes.
8.	An ability to coach and develop staff, set clear expectations for performance and encourage others to share skills and knowledge to build a culture of learning and improvement.

### Other attributes

9.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
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### Desirable Criteria

10.	ITIL (Information Technology Infrastructure Library) Service Management Essentials qualification.
11.	Demonstrated ability to innovate and adapt new technologies that are relevant to a university environment.