THE UNIVERSITY OF WESTERN AUSTRALIA

SEEK WISDOM

Position Title:	Manager, IT Service Delivery
Position Classification:	Level 9 [dual classified]
Position Number:	315288, 315289, 315290, 315292
Faculty/Office:	Information Technology
School/Division:	Service Delivery Centre
Centre/Section:	IT Service Delivery
Supervisor Title:	Associate Director, IT Service Delivery
Supervisor Position Number:	315287

Your work area

UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

Robust, flexible, integrated and agile enterprise architecture, information and technology services are vital to enabling the university strategic objectives.

Reporting Structure

Reports To: Associate Director, IT Service Delivery

Direct Reports: IT Business Advisor; Support Lead, Specialised Solutions; Support Lead, Client Services

Your role

The IT Service Delivery Manager is responsible for the day to day management and delivery of both enterprise and specialised IT services to the Service Delivery Centre (SDC). As the appointee you will ensure the quality and effectiveness of the IT services are to the agreed service levels through monitoring performance, identifying and implementing ways to continuously improve the IT services. You will work closely with the IT Central Unit to develop, coordinate and implement new services and solutions. You will also work with the Associate Director, IT Service Delivery to develop strategy, process and procedure.

Key responsibilities

- Establish, develop and maintain strong relationships with the SDC and act as the key advisor for all information and solutions related matters.

- Lead the IT Service Delivery team to deliver IT services to the SDC and ensure services are delivered in accordance with the agreed priorities and service levels.

- Research and analyse business requirements, build business cases for new solutions and services, and leverage existing solutions across the university.

- Gather, research and analyse annual and ongoing IT services demand for the SDC and contribute to the overall IT planning, forecasting design and implementation of new solutions and services.

- Champion the implementation of new solutions and services for the SDC.

- Responsbile for the delivery, escalation and close out of daily requests, incidents and problems for the SDC.

- Embed a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility.

- Other duties as directed.

Your specific work capabilities (selection criteria)

- Relevant University degree or equivalent.

- ITIL certification or demonstrated experience in Service Delivery and Management processes.

- Extensive experience in consulting, demand management and planning for the delivery of a mix of IT services.

- Highly developed organisational skills and demonstrated ability to lead a team of IT professionals, set priorities, meet regular deadlines, assess and report services delivery performance against agreed service levels and institute measures to continuously improve services.

- Extensive experience in leading a team of technical experts to deliver day to day IT services, as well as working collaboratively with broader IT teams to design, build and implement new solutions and services.

- High level of understanding of current trends and issues affecting the use of information technology in the higher education sector.

- Extensive experience in the preparation of diverse written material for a wide range of purposes and audiences.

- Demonstrated ability to understand business context, apply sound judgement in staff, financial and vendor management

- Proven ability to communicate with influence, establish positive stakeholder relationships, and negotiate competing priorities whilst always remaining fully customer focused.

- Working knowledge of the Higher Education sector is desirable.

Special Requirements

NIL

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.
Details of the safety obligations can be accessed at http://www.safety.uwa.edu.au

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, http://www.equity.uwa.edu.au

Position Title:	Senior Manager, IT Service Delivery
Position Classification:	Level 10 [dual classified]
Position Number:	315288, 315289, 315290, 315292
Faculty/Office:	Information Technology
School/Division:	Service Delivery Centre
Centre/Section:	IT Service Delivery
Supervisor Title:	Associate Director, IT Service Delivery
Supervisor Position Number:	315287

Your work area

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Reporting Structure

Reports To: Associate Director, IT Service Delivery

Direct Reports: IT Business Advisor; Support Lead, Specialised Solutions; Support Lead, Client Services

Your role

The IT Service Delivery Senior Manager is responsible for the day to day leadership, management and delivery of both enterprise and specialised IT services to the Service Delivery Centre (SDC). As the appointee you will ensure the quality and effectiveness of the IT services are to the agreed service levels through monitoring performance, identifying and implementing ways to continuously improve the IT services. You will work closely with the IT Central Unit to initiate, develop, coordinate and implement new services and solutions. You will also work with the Associate Director, IT Service Delivery to develop strategy, process and procedure.

Key responsibilities

- Establish, develop and maintain strong and influential relationships with the SDC and act as the key advisor for all information and solutions related matters.

- Lead the IT Service Delivery team to deliver IT services to the SDC and ensure services are delivered in accordance with the agreed priorities and service levels.

- Provide significant expertise research and analysis of business requirements, build business cases for new solutions and services, and leverage existing solutions across the university.

- Gather, research and analyse annual and ongoing IT services demand for the SDC and contribute to the overall IT planning, forecasting design and implementation of new solutions and services.

- Champion and lead the implementation of new solutions and services for the SDC.

- Provide significant expertise in the delivery, escalation and close out of daily requests, incidents and problems for the SDC.

- Lead and embed a culture of service excellence, innovation and continuous improvement founded on cohesiveness, team work and flexibility.

- Other duties as directed.

Your specific work capabilities (selection criteria)

- Relevant University degree and/or significant relevant equivalent experience.

- ITIL certification or substantial demonstrated experience in Service Delivery and Management processes.

- Significant strategic level knowledge and experience in consulting, demand management and planning for the delivery of a mix of IT services.

- Excellent organisational skills and demonstrated ability to strategically lead a team of IT professionals, set priorities, meet regular deadlines, assess and report services delivery performance against agreed service levels and institute measures to continuously improve services.

- Substantial and extensive experience in leading a team of technical experts to deliver day to day IT services, as well as working collaboratively with broader IT teams to design, build and implement new solutions and services.

- Excellent understanding of current trends and issues affecting the use of information technology in the higher education sector.

- Extensive strategic experience in the preparation of diverse written material for a wide range of purposes and audiences.

- Demonstrated ability to understand business context, apply sound judgement in staff, financial and vendor management

- Proven ability to communicate with substantial influence, establish positive stakeholder relationships, and negotiate competing priorities whilst always remaining fully customer focused.

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