POSITION DESCRIPTION

IT ID:	**ID169**
Position:	**00000048 Manager, Client Support**
Work Area:	Information Technology
Classification:	Level 10
Supervisor:	ID199 – Associate Director Client Services

VISION

To become Australia's premier regional university.

MISSION

Enriching our regions, connecting with our communities and creating opportunities for all.

VALUES

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmentally sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

OVERVIEW OF INFORMATION TECHNOLOGY

The Information Technology (IT) department at UniSC is a pivotal element in the university's pursuit of academic and research excellence. Digital transformation and IT are vital in supporting UniSC's goal to become Australia's premier regional university in Australia. With a focus on enhancing teaching, learning, and research, the department features a robust technological infrastructure and a dedication to innovative strategies. Engaging closely with the UniSC community, IT provides essential technology services while proactively seeking new opportunities. This approach enables/supports IT to serve as a strategic business partner, significantly contributing to the institution's progress.

IT aids staff and students in their academic and professional pursuits through outstanding client services, efficient project management, and state-of-the-art applications and cloud infrastructure. The department is dedicated to safeguarding digital assets and promoting a secure online environment. By keeping innovation front-of-mind, IT ensures that UniSC is at the forefront of technological advancement in the educational sector.
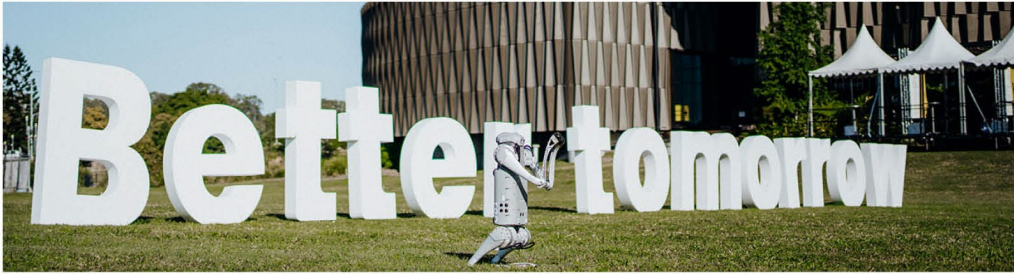
ABOUT CLIENT SERVICES

Client Services creates thriving environments and support for the UniSC community by championing user experience and client voice. They are devoted to the anywhere, anytime, any device ways of working by exploring opportunities to create an appropriate blend of technology and on-site presence. This will be delivered via innovative methods of supporting clients through the development of self-help, remote management, automation, and virtual assistance services. More specifically, the Client Services unit is responsible for delivering and developing frontline support services (Campus Services and Technology Services) and designing the end-to-end IT service experience. These functions are dedicated to supporting all staff and students with their technology service needs. Support services are delivered through a combination of national and local support for maximum coverage, support, and standardisation.

**Client Services** consists of two teams:

- **Client Support** – Provides a high level of IT support to UniSC staff and students both remotely and on-campus, with a focus on on-campus support. This includes support for teaching spaces, meeting rooms, campus infrastructure, and desktop support

- **Workplace Technologies** - Provides a high-level of IT design and support of workplace technologies that are used by staff and students both remotely and on-campus, with an additional focus on specialist user centric designs to provide great seamless experience. This includes responsibility for administering Microsoft 365 platform, audio/video technologies and other productivity applications

PRIMARY OBJECTIVES OF THE POSITION

1. Shape Client Support through the Technical and Campus Support roles, being committed to delivering a great customer contact experience through the variety of customer contact channels and ensuring that its clients experience a friendly, professional, and consistently high-quality service helping to resolve various queries and get it right first time

2. Drive excellent efficiency and effectiveness of all parties involved with resolving or delivering the services, leading to high client satisfaction ratings

3. Contribute to the continual improvement of IT services across the business

NATURE AND SCOPE OF POSITION

This important function, is the daily face of our IT department, ensuring our USC students, staff, and visitors, across the multiple campuses, have a smooth IT experience. The Manager of Client Support works without direction but in consultation with Senior Management to create an environment where the Technical and Campus Support Officers can effectively and efficiently deal with the cases that come to them for technology administration or resolution. This will involve ensuring there are suitable knowledge libraries, and knowledge sharing opportunities; well defined SLAs, and the ability to drill down into patterns and trends across the range of work, including insights
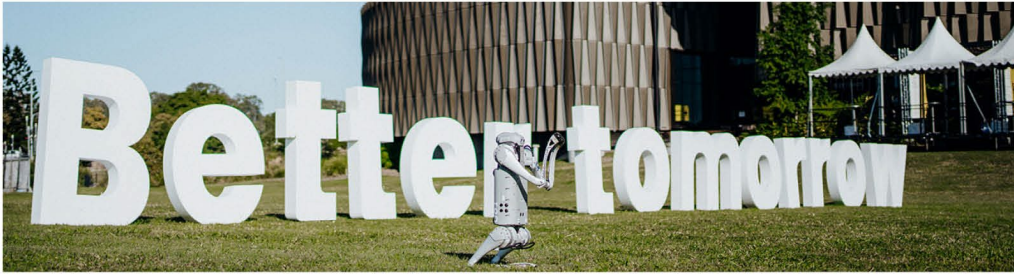
into what is still open, and related performance data. As the manager, you will be planning and allocating permanent and casual staff resources, developing and coaching staff and managing performance to deliver high quality service outcomes. You will also be championing ways to enable a greater degree of self service by the UniSC community and eliminating known problems.

This position directly supervises a team of 20+ professionals.

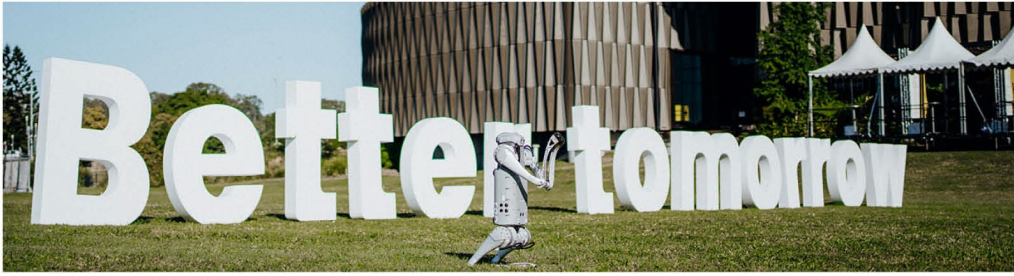**CHALLENGES AND PROBLEM SOLVING**

- Developing, executing, measuring, and improving IT support services provided in a continually evolving technology, service, and sector environment
- Engaging multiple stakeholders and driving excellent client support across the University, in the context of dealing with a diverse range of clients, situations and levels of urgency and impact
- Developing and maintaining good working relationships with peers across geographies and organisation units
- Maintaining adequate local service delivery with a smaller local campus presence
- Recruiting and retaining high performing staff whilst navigating University resource constraints
- Maintaining appropriate and necessary skills to meet strategic and service goals in an environment of constant change

DECISION MAKING

- Frontline processes, channels and supporting toolsets
- Resource allocation and demand management
- People Performance Management and Development

INTERPERSONAL RELATIONSHIPS

Key Relationships	Purpose
Internal:	
Associate Director Client Services	- Provide high-level strategic advice. - Receive direction, guidance, and approvals.
Peer Managers in the Client Services area	Support, Teamwork and Collaboration in Client Services Activities.
Other Associate Directors in IT	- Provide services and advice to enable these managers to achieve their KPI's. - Teamwork and Collaboration in Strategic, Operational and Project Activities.
Other IT Personnel	Provide services and advice.
Middle and Senior Managers across the University	Provide services and advice to enable these managers to achieve their KPI's and UniSC goals.

External:	
University Sector	• Share experiences and expertise. Participate in joint initiatives.
Technology Partners	• Liaise regarding continuity and performance of existing services including incident/problem management support.
Key Stakeholders including business and community representatives	• Liaise and maintain close relationships with various representatives
Committee Participation:	
Change Advisory Board	• Member of and oversights the operation of this committee, which discusses changes and release of systems in the IT environment of the University.

KEY ACCOUNTABILTIES OF THE POSITION

Key responsibilities of the position will include the following:

1. Foster a culture of responsive and effective 'end to end' service delivery to internal and external stakeholders

2. Provide leadership and support, overseeing workforce planning and staffing to meet demand. Act as the voice of the client, championing change and improvements across the experience, drive change and influence future change/projects to support and achieve improvements in the IT and Technology Solutions experience

3. Lead the development and refinement of well-defined SLAs and related reporting and metrics including feedback mechanisms from the UniSC and IT communities

4. Implementation and oversight of suitable Knowledge and Case Management solutions tracking work across the team

5. Lead responsive and effective incident management, problem resolution and request management services, quality assurance activities and process improvement including analytics, benchmarking and provide regular reporting and insights to senior management and peers

6. Contribute to the IT strategic planning process, including developing budget submissions

7. Lead, manage and develop a team of professionals to achieve the priorities and objectives of IT and the University's strategic objectives in a supportive learning environment. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical

KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. Post graduate qualifications and extensive relevant experience, or extensive management experience and proven management expertise

2. A significant track record of success in providing leadership of a customer focused IT service delivery function within a large complex organisation

3. Extensive experience with tools, processes and measures related to running a successful comprehensive IT service experience and campus support organisation

4. Demonstrated leadership capabilities with the capacity to develop and sustain high performing teams to achieve both strategic and operational objectives

5. Experience leading and managing Incident and Problem Management

6. High-level communication and reporting; relationship management of internal and external stakeholders through excellent interpersonal, organisational and communications skills, including confidentiality and diplomacy, active listening, empathy, and respect within a team environment

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

It is expected that applicants can demonstrate they can operate at the level of responsibility for the key SFIA skills defined below:

SFIA Level	Level Definition	SFIA Skills
7	Set strategy, inspire, mobilise	None
6	Initiate, influence	Information Systems Coordination (ISCO); Service Level Management (SLMO); Change Control (CHMG); Performance Management (PEMT)
5	Ensure, Advise	Strategic Planning (ITSP); Demand Management (DEMM); Measurement (MEAS); Quality Management (QUMG); Knowledge Management (KNOW); Incident Management (USUP); Problem Management (PBMG); Organisational Facilitation (OFCL); Professional Development (PDSV); Resourcing (RESC); Stakeholder Relationship Management (RLMT); Customer Service Support (CSMG)
4	Enable	Risk Management (BURM); Methods & Tools (METL); Organisation Design & Implementation (ORDI); Application Support (ASUP); Service Catalogue Management (SCMG); Security Operations (SCAD); Employee Experience (EEXP); Workforce Planning (WFPL); Supplier Management (SUPP)

To ensure availability of fundamental systems and services, staff within IT may be required to work outside normal working hours and/or be rostered to be on-call, including over the end-of-year University close-down period.

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered to meet the changing operational needs of UniSC.

UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.