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| **Position Description** |

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| **Manager, Digital Workplace** |
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| **Position No:** |  |
| **Department/Team:** | Research & Academic Services |
| **School/Division:** | Information Services |
| **Campus/Location:** | Location Independent |
| **Classification:** | HEO9 |
| **Employment Type:** | Continuing |
| **Position Supervisor:** **Supervisor Position Number:** | Deputy Director, Digital Workplace |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**For enquiries only contact:**

Name: TEL: Email:

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| **Position Description** |

**Manager, Digital Workplace**

**Position Context:**

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Research and Academic Services department within Information Services is responsible for the provision of technology based business services that cover teaching and learning, research and all schools and colleges.

The department is responsible for the implementation, development and maintenance of research and academic information services. The department works closely with the Office of the CTO and Projects and Business Transformation Office to further advance the services provided and, with IS Enterprise Services, to ensure that capacity and service availability meet business needs.

Critically this department is responsible for current and future state ‘digital workplace’ at La Trobe, a key service that influences collaboration, research, teaching and engagement with students and staff.

This department also provides or coordinates services to the University, in support of the research community.

The Digital Workplace team provide technology based capabilities that support research, teaching and learning delivery (including multi campus delivery), including effective collaboration capabilities that drives student-to-student and student-to-tutor collaboration and engagement. This includes, but is not limited to, software and hardware support for audio visual equipment, communications equipment and collaboration solutions. The team will work closely with their counterparts in Enterprise Services to ensure seamless integration, share learning and to ensure end-to-end procedures are implemented.

The Digital Workplace Manager leads a team that provisions and supports audio-visual, communications and collaborative services relating to teaching, learning and other meeting spaces throughout the University.

The team is the first point of contact for all IT-related incidents and requests relating to teaching and learning spaces throughout the University. The team is accountable to maintain visibility of all outstanding requests and incidents and to follow up resolver groups for resolutions to incidents and requests within the required service level agreements. The team will look to increase first time resolution of incidents and requests (either directly or through automated channels) and to contribute to achieving customer satisfaction of each incident and request outcome.

The team is also responsible for conducting 2nd and 3rd level support, designing, implementing and leading continuous improvement of audio-visual, communications and collaboration roadmaps to support all stakeholders across the University community.

Duties and level of responsibility include, but are not limited to:

* Assist the Senior Digital Workplace Manager to define a baseline Digital Workplace standard and future roadmaps.
* Manage a team of technical specialists to ensure successful provision of audio visual, communication and collaboration services, participate in projects, and provide timely response and appropriate resolution of all issues and work requests.
* Ensure that end-user education, training and in-room documentation is maintained and updated, as required.
* Continually measure end-user satisfaction.
* Work within project/program construct to establish approach, estimates and deliver to the agreed outcomes as set out in approved plans.
* Establish and maintain audio visual and collaboration services standards and processes, including revisions to implement improvements.
* Produce and maintain systems and service documentation.
* Coordinate a team of customer service staff to provide timely response and appropriate resolution of all issues and work requests in accordance with agreed service levels and agreed availability.
* Monitoring the queue/s in the Service Management tool.
* Monitor, manage and report on incidents, and identifying and resolving problems.
* Acting as the first point of contact for escalations.
* Ensuring outstanding tasks are reallocated when staff rotate roles.
* Provide 1st and 2nd level technical knowledge to the teams to resolve incidents.
* Provide mentoring/coaching to assist staff in reaching the highest level in service and support.

**Leadership accountabilities include:**

* Supporting a culture of empowerment and achievement, inspiring the team to learn, develop, unlock their potential and succeed.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and the team accountable for demonstrating targeted behaviours.
* Actively contributing to shaping the team within the context of the division and in alignment with La Trobe strategies.
* Understanding the whole of University context and supporting the CIO, IS leadership team and staff in executing assigned initiatives, taking the needs of others into account.
* Building a high performing team through succession and workforce planning practices; recognises the value of and promoting diversity in the workplace.
* Responding flexibly to changing circumstances, deploys resources astutely and identifies optimum resourcing combinations.
* Creates a flexible environment that supports and enables the team to meet changing demands.
* Delivers constructive feedback and manages under-performance.
* Offers support to the team in times of high pressure, seeks assistance as required. Celebrating success and engaging in activities to maintain morale.
* Managing the allocation or use of team's resources, making short term commitments without authorisation from higher levels, taking into consideration team's total accountabilities and workload.
* Contribute to development and implementation of a roadmap for transformation of their team's systems and services to meet the current and future University needs.
* Ensuring that University and divisional processes, practices and standards are adhered to.
* Instituting personal and team reflection and evaluation practices to drive a continuous model of improvement.
* Taking accountability for Career Success and development planning of self and team.
* Interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.

**Key Selection Criteria:**

* Practical technical and management experience in audio-visio/communication/collaboration system technologies, with awareness of industry developments and demonstrated ability to apply these in a complex, multi-location, corporate environment.
* Demonstration of continual learning and development and staying current on technology trends and opportunities.
* Highly developed and demonstrated communication skills including excellent customer service provision by multiple communication channels such as email, phone and in person.
* Demonstrated experience engaging and managing external vendors to service delivery outcomes
* Demonstrated experience of project delivery methodologies, such as SDLC and Agile.
* ITIL Foundation Certificate with a proven understanding of the ITIL processes or demonstrated experience of ITIL, in particular Change Management, Incident Management, and Problem Management.
* A degree with substantial extension of the theories and principles, learned through relevant work experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Proven ability to deal with concepts, complex information or situations in an efficient and effective manner.
* Demonstrated experience in the management of people and material resources - including demonstrated ability of: achieving outcomes through leadership of a high performing team; managing budget allocations; mentoring and coaching team members through all stages of career and personal development; taking responsibility for achievement of objectives and programs affecting the division and more broadly the University.
* Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
* Excellent interpersonal and customer relationship skills and demonstrated experience in liaising with internal and external stakeholders (including vendors) at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.

**Essential Compliance Requirements:**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities:**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: