## Position Summary

UNSWIT is part of the Operations Division at UNSW. The IT team at UNSW plays a critical role in enabling the University’s teaching, research and industry engagement. Our priorities are to drive innovative technology architectures and be a trusted advisor and service partner to the University to enable its ambitious digital aspirations.

The Deputy CIO is responsible for providing leadership and guidance for delivery of the University’s core technology and services. This includes support for budget development and monitoring, resource development and service development, delivery and deployment. This role has overarching responsibility for maintaining good practices, procedures and policies to maximize the internal efficiency and effectiveness of day to day IT operations at UNSW. An immediate focus is to support the adoption of appropriate cloud operating practices.

This position will lead multiple teams that oversee the university’s core technology operations, and service delivery.

* Academic and Research Services (STaRs)
* IT Corporate Services
* Customer Service Delivery (Infrastructure, Operations and Customer Service)

These directorates also have a dotted line to the CIO and form part of the UNSWIT Executive Team.

While UNSW IT has implemented a Shared Service capability - moving away from a complete federated model of individual IT units operating within Faculties and Divisions – some important aspects of the university’s IT services and support are still provided in Faculties and Units. To support coordinated IT operations across the university (and enable a consistent user experience) the Deputy CIO is also responsible for leading work to adopt consistent operational practices for technology management across the University.

The Deputy CIO reports to the Chief Information Officer and serves on behalf of the CIO as the principal IT Officer, in the CIO's absence or as requested.

The Deputy CIO will be a key point of contact for senior leaders across the university to support the provision of seamless technology and services to staff and students, maintaining a strong network of relationships.

## Accountabilities

Specific accountabilities for this role include:

* Lead day to day IT operations for the University
* Drive the service delivery model and strategy
* Lead adoption of relevant service and operational practices across the whole university and drive service improvement
* Proactively contribute to the IT Executive Team to help shape and implement technology strategy, planning and priorities and a culture of collaboration and excellence
* Acts on behalf of the CIO as assigned by the CIO or in the absence of the CIO as the principal IT officer on executive decisions and executive level committees

**Service development, delivery and deployment**

* Lead the implementation and continuous improvement product management across teams in the unit.
  + Translate the strategy to identify and manage the resources necessary for all stages (plan, build, transition, run and sustain) of solution development projects
  + Lead the shift to DevSecOps that flows from the Cloud Transformation program
* Drive the service delivery model and strategy to maintain and improve levels of service, embedding ITIL and SIAM.
* Actively promote the continuing economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded.
* Provide thought leadership on emerging trends impacting area of responsibility eg changes in approach to support increased hybrid working across the university
* Ensure services are sourced in accordance with best practices and achieve optimal commercial and service outcomes for UNSW and its community
* Lead cross-institutional initiatives and executive level projects as required
* Foster strategic partnerships in delivering enterprise-wide services
* Develop appropriate metrics to monitor effectiveness of services and provide regular reporting against these.

**Lead and engaged and thriving team**

* Lead a thriving and effective team - including developing, managing and engaging team members and driving a strong customer centric culture.
* Lead work to develop and maintain a workforce management plan to grow people and lift skills and capabilities in line with meeting the needs for the delivery of services.
* Mentor and develop leadership team through clear objectives, excellent feedback, and strong training programs.
* Ensure a culture of continuous improvement, collaboration within the team

**Supports budget development and monitoring**

* Support the CIO in developing and monitoring IT budgets

**Lead adoption of key service management practices across the university**

* Lead the adoption and use of relevant aspects of service management across the university such as Change Control and ticket management and routing
* Maintain a strong network of relationships with senior leaders across UNSW

**Leads implementation of UNSWIT’s strategy and plans as part of the ITET**

* Proactively contribute to the IT Executive Team to help shape and implement technology strategy, planning and priorities
* Together with colleagues in ITET, lead a culture of collaboration, people centred service and continuous improvement, championing professional standards, innovation and professional method.
* Align with and actively demonstrate the [UNSW Values in Action](https://unsw.sharepoint.com/sites/values-in-action): Our Behaviours and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* Actively participate in relevant committees and boards created to manage and govern business strategy and operations across the department.
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.
* Work with the business and the Project and Portfolio Management Office (PPMO) to lead the planning and management of a prioritised pipeline of work (Portfolio).

## Skills and Experience

* Tertiary qualification with significant experience in technology service management
* Demonstrated leadership and stakeholder management at senior leadership levels and in complex matrix environments.
* Strong experience leading and motivating a team of senior IT professionals to deliver the key customer requirements in line with the IT service model.
* Solution focused with the ability to demonstrate high levels of negotiation and consultation expertise.
* Demonstrated superior interpersonal and communication skills focusing on customer satisfaction using customer centric approaches to customer management.
* Sound understanding and knowledge of the tertiary education sector, trends and challenges desirable
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.