

**Position Title:** Support Lead, Client Services

**Position Classification:** Level 7

**Position Number:** 315747, 315748, 315749, 315750, 315751, 315752

**Faculty/Office:** Information Technology

**School/Division:** Service Delivery Centre

**Centre/Section:** IT Service Delivery

**Supervisor Title:** Manager or Associate Director, IT Service Delivery

**Supervisor Position Number:** 315287**,** 315288, 315289, 315290, 315292

**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: Manager, IT Service Delivery

Direct Reports: Support Analyst, Client Services

**Your role**

The Support Lead, Client Services is responsible for the ongoing support of standardised End-User computing environments that accommodate the diverse requirements and needs of the University, while maintaining efficient deployment, and supportability. As the appointee you will be responsible for managing the Client Services Support team, setting priorities, managing IT support service in line with IT needs and service level expectations.

**Key responsibilities**

* Manage the roll-out of software installations and upgrades to operating systems, layered software packages and security related packages using a Standard Operating Environment (SOE) in line with the approved platform as determined by the Architecture function.
* Oversee the adoption of appropriate detailed processes to ensure efficient and effective delivery of IT services and support.
* Manage the installation, upgrade, and installation of End User devises, and the roll-out of Standard Operating Environment (SOE), application software packaging, desktop and mobile devices management and patching in line with the approved platform by the Architecture function.
* Manage the maintenance of appropriate configuration standards and procedures of all devices and software.
* Lead and motivate the Client Services Support team to maximise potential, ensure clarity of roles and expectations.
* Recruit appropriate talent, effectively manage and develop employees through communication, appraisals, objective setting, performance management, mentoring and training to bridge skills gaps.
* 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 experience in Service Delivery and Management processes is desirable.
* Solid experience in managing a customer service team/function in large and complex environments.
* Highly developed analytical and problem solving skills, and proven ability to interpret needs and recommend appropriate solutions within a changing environment.
* Substantial experience in the establishment and /or maintenance of an end to end SOE lifecycle including up to date documentation, device and application support and management.
* Demonstrated experience in managing and motivating staff to achieve a common goal.
* 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.
* Commitment to providing a high level of quality customer service.

**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>