

Position Title	Senior System Analyst
Classification	Level 8
School/Division	University IT
Centre/Section	IT Service Delivery
Supervisor Title	Lead (ITAM & Local Apps)
Supervisor Position Number	317953
Position Number	322347

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.

The redesign of the IT Services Delivery aims to realign the teams in centres geographically located in two critical mass services centres (Crawley Campus and QE2 Health Campus).

Reporting structure

Reports to: Lead (ITAM & Local Apps)

Your role

As the appointee you will, under broad direction, work in a small team and be responsible for identifying gaps in process, customer service, service level agreement achievements and IT/vendor partnerships and implementing solutions. As the appointee you will work closely with the IT Service Delivery Managers, Strategy & Architecture Team, Solutions Delivery Team, Service Delivery Centre Heads and key business stakeholders to define business needs and requirements in line with IT strategy, enterprise architecture design and roadmap. You will perform queue management activities to ensure timely ticket resolution/fulfilment, manage customer expectations, resolve escalations and contribute in identifying opportunities for process improvements.

Your key responsibilities

Monitor the development of all ServiceNow Incidents and requests for IT Asset Management support.

Provide asset reconciliation, disposal, and lifecycle management

Proactively enhance the management of hardware and software across all phases of its lifecycle by focusing on analysing, documenting, and optimizing processes.

Liaise with various stakeholders, such as IT managers, IT Leads, vendors, and business users, to ensure smooth asset lifecycle management.

Analyse UWA's IT Asset Management practice as identified by the team, including but not limited to; Discovery, Governance, Support, Compliance and Vendor Management.

Manage and monitor guidelines in the strategic input of the Service Model for IT Asset Management to improve outcomes

Develop business cases to support significant proposed investments

Analyse asset management processes and tools to ensure they align with business goals and industry best practices.

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency

ITIL certification and substantial experience in ITAM Service Delivery process

Substantial experience with support of complex ITAM systems and services

Demonstrated ability in providing support and troubleshooting for Hardware and Software management for research solutions and Education enterprises.

Highly developed written and verbal communication skills

Substantial analytical and problem-solving skills, and proven ability to interpret needs and recommend appropriate solutions within a changing environment

Superior understanding and experience with a range of contemporary computing platforms, operating systems, applications and systems, including those typical to the higher education sector

Working knowledge of the Higher Education sector is highly desirable

Special requirements (selection criteria)

Occasional after-hours work

Occasional travel for field service, including outside the metro area

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct hr.uwa.edu.au/policies/policies/conduct/code/conduct

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing safety.uwa.edu.au/