

POSITION DESCRIPTION

Technology Manager

Position Level

Senior Appointment

Faculty/Division

Operations

Position Number

ADMIN ONLY

Original document creation

December 2019

Position Summary

The Technology Manager will play a key leadership role within a “sub Domain”. The purpose of the Technology Manager role is to lead the day to day delivery teams to execute on the technology roadmap for the “sub Domain”

The role has overall responsibility for a team of employees and contractors associated with the technology delivery within a specific “sub Domain”, and consequently the incumbent will build and inspire a high-performance culture across their team as well as the wider technology community and foster a commitment to continuous improvement.

The Technology Manager will report directly to the Head of Solutions in a customer “sub Domain”.

Accountabilities

Specific accountabilities for this role include:

- Lead the Development and Delivery teams to execute projects and application support for all applications across the “sub Domain”
- Understand support model options and determine the best full support model approach for the respective applications (including sourcing options), that deliver the best overall value to UNSW
- Effective manage vendor relationships for specific applications, and tactical management of vendor, and licensing management
- Manage all vendors and teams to effectively implement projects and maintain business applications
- Manage BAU and Project teams within the “sub Domain” and be accountable for determining the best team engagement to support the full project requirements across BAU and Project teams.
- Responsible for delivery performance to the project pipeline and roadmap

- Optimise the way in which the development teams work, including practices, organisation, and resourcing (within overall functional guard rails set by the Project Management Office) to promote team dynamics and opportunities for continuous improvement
- Manage and deliver financial performance and budget measures in line with “sub Domain” budgets and project business cases
- Deliver strong customer service and customer experience for “sub Domain” applications, and ensure application health, security and sustainability
- Lead the “sub Domain” delivery teams to develop, manage and engage the teams, by driving a strong customer centric culture and healthy engagement within the team
- Provide senior stakeholder transparency on the progress of key delivery milestones
- Support the Head of Solutions and Program Managers on resolving technology cross Domain issues.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#).
- 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 and safety of yourself or others.

Skills and Experience

- Tertiary qualification in information technology or equivalent together with significant experience in software design and delivery
- Extensive experience in the management of software solution delivery including packaged and bespoke solutions
- Well versed in the system development lifecycles and their relationship to project delivery methods including waterfall and agile
- Demonstrated experience selecting best suited Delivery Models to be employed on projects (Agile, Waterfall, or Hybrid)
- Advanced interpersonal, negotiating and influencing skills with the ability and capacity to exercise initiative, build credibility and provide expert advice to influence outcomes
- Strong presentation skills, both written and verbal, and the ability to structure and articulate messages to different audiences
- Advanced experience in budget management, cost estimations, and Project Delivery on time and within these budgets
- Strong analytical and problem-solving skills, ensuring that the underlying problem is understood, and a robust approach / solution is developed
- Demonstrated people management responsibilities and/or allocation of resources within a department or project environment
- Proven communication and stakeholder management skills across a wide range of stakeholders
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

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.