# POSITION DESCRIPTION

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| **Position:** | **00003687 – IT Operations & Reporting Officer** |
| **Work Area:** | Information Technology |
| **Classification:** | Level 6 |
| **Supervisor:** | Manager, IT Business Program Management |

**VISION**

To become Australia's premier regional university.

**MISSION**

Enriching our regions, connecting with our communities and creating opportunities for all.

**VALUES**

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmental sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

**OVERVIEW OF INFORMATION TECHNOLOGY**

The Information Technology (IT) department at UniSC is a pivotal element in the university's pursuit of academic and research excellence. Digital transformation and IT are vital in supporting UniSC's goal to become Australia's premier regional university in Australia. With a focus on enhancing teaching, learning, and research, the department features a robust technological infrastructure and a dedication to innovative strategies. Engaging closely with the UniSC community, IT provides essential technology services while proactively seeking new opportunities. This approach enables/supports IT to serve as a strategic business partner, significantly contributing to the institution's progress.

IT aids staff and students in their academic and professional pursuits through outstanding client services, efficient project management, and state-of-the-art applications and cloud infrastructure. The department is dedicated to safeguarding digital assets and promoting a secure online environment. By keeping innovation front-of-mind, IT ensures that UniSC is at the forefront of technological advancement in the educational sector.

## ABOUT IT BUSINESS PROGRAM MANAGEMENT (ITBPM)

ITBPM oversees the operational aspects of the IT department ensuring that activities are performed consistently, efficiently and in alignment to standards and controls. The office plays a crucial role in gaining visibility into portfolio investments and business strategies for better outcomes by providing centralised reporting and analysis to enhance decision making and supporting alignment of the IT Strategy.

The ITBPM provides centralised IT communications, overseeing IT finance management, facilitating IT resource onboarding, contract management & administration, coordinating staff engagement and planning activities, and monitoring overall Objectives and Key Results (OKR) performance.

Helping people to work better, the office acts a as a central hub for all of IT and provides the necessary support to contribute to the overall goals of the IT department.

## PRIMARY OBJECTIVES OF THE POSITION

1. Working across the IT organisation, co-ordinate and collate key metrics (operational, performance, progress towards strategic goals) on a regular basis, to support the ongoing management and improvement of the IT organisation

2. Support the delivery of transformative change within IT including IT financial management and Budgeting, ensuring related systems and processes are in place and used effectively

3. Perform high-level support and executive services as part of the IT Business Management team which promote efficiencies, effective service delivery and best practice operational outcomes

## NATURE AND SCOPE OF POSITION

The IT Operations and Reporting Officer, under the broad direction of the Manager, IT Business Program Management, ensures that the IT Leadership has up to date operational performance reports available to support their communications and engagement with their UniSC peers. The IT Operations and Reporting Officer will play a key role in establishing a high integrity set of finance data for the IT Organisation and playing a key role in financial matters across the IT organisation.

This position will lead/support activities that are driving engagement across the IT organisation and beyond, strengthening the understanding of the value the IT organisation brings to the University. Playing an active role in supporting initiatives and activities that are driving continual improvement and maturity uplift of the IT organisation. The IT Operations and Reporting officer will establish a quality level and cadence of reporting across the IT organisation.

**KEY ACCOUNTABILTIES OF THE POSITION**

Key responsibilities of the position will include the following:

1. Support the Manager, IT Business Program Management, and act as a proxy in cross IT improvement activities.

2. Establish cross IT reporting of key metrics such as operational or strategic performance (teams, projects, contracted services, or deliveries), workforce, finances, ecosystem profiles, and other information of a more sensitive nature e.g. Security risk profile, Audit results and responses etc.

3. Maintain a financial overview of IT Budgets and utilisation and drive the annual budget process for the IT department.

4. Assist with the IT strategic planning process, including collating and reporting on budget submissions and monthly financial positions.

5. Participate in and lead initiatives and activities that are driving continual improvement and maturity uplift of the IT organisation.

6. Provide second in command support for the Manager, IT Business Program Management for a diverse range of activities including providing confidential support to the CIO with diary management, meeting support, document finalisation, and requests such as authorisation.

7. Provide support and assistance to the team to ensure the key objectives of the unit are being met to the highest possible standard.

8. Support communication activities, both within the IT organisation and to other external groups, with professional, targeted communication content and delivery.

9. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical.

**KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY**

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. A degree with subsequent relevant administration and financial experience in a large and complex organisation, or an equivalent combination of relevant experience and/or education and training.

2. Experience in the provision of coordination and management of IT organisation level reporting and support services within a complex corporate environment, and in higher education will be well regarded.

3. Experience in analysing information and developing insights.

4. Experience in managing budgets and budgeting processes.

5. Communication and organisational skills, with the ability to coordinate multiple parallel activities while effectively prioritising tasks and supporting good stakeholder engagement.

6. Excellent judgement in relation to problem-solving with a focus on developing solutions and the ability to innovate and adapt to changes in a rapidly evolving environment.

7. Well-developed reporting skills, with the ability to produce accurate and detailed reports across several software applications, particularly the Microsoft Office Suite. Experience with PowerBI, Technology One, ServiceNow and SharePoint is highly desirable.

8. Proven ability to maintain confidentiality and handle sensitive matters discreetly is an essential component of this role.

9. Proven ability to adapt to change, demonstrate resilience and work well within a team.

10. High-level communication and reporting; relationship management of internal and external stakeholders through excellent interpersonal, organisational and communications skills, including confidentiality and diplomacy, active listening, empathy, and respect within a team environment.

**SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)**
It is expected that applicants can demonstrate they can operate at the level of responsibility for the key SFIA skills defined below:

| SFIA Level | Level Definition | SFIA Skills |
|---|---|---|
| 7 | Set strategy, inspire, mobilise | None |
| 6 | Initiate, influence | None |
| 5 | Ensure, Advise | Portfolio Management (POMG) |
| 4 | Enable | Financial Management (FMIT); Measurement (MEAS); Stakeholder Relationship Management (RLMT); Business Administration (ADMN) |

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered to meet the changing operational needs of UniSC.

*UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.*