POSITION DESCRIPTION

DIRECTOR – IT CORPORATE SERVICES

POSITION LEVEL	TRP
FACULTY/DIVISION	Division of Finance and Operations, UNSW IT
POSITION NUMBER	*ADMIN ONLY*
ORIGINAL DOCUMENT CREATION	

POSITION SUMMARY

The Director – IT Corporate Services will play a key role in setting the direction and leading the delivery of IT services to the business. The role will have end to end accountability for the engagement with senior executives and stakeholders of UNSW business community, leading the development, planning and delivery of IT solutions and ongoing services to achieve their required business outcomes. This role will hold full accountability of the development and delivery of small to multi-million dollar programs focused on world class solutions and ensure practical outcomes for Customers. This role will collaborate in the transformation and operations of the business application landscape and will partner with senior leaders across the University to establish innovative application and software solutions. The role has overall responsibility for a large team of employees, contractors and 3rd party vendors. 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 innovation.

The role of Director – IT Corporate Services reports to the Chief Technology and Infrastructure Officer.

ACCOUNTABILITIES

Specific accountabilities for this role include:

Develop & Implement the Professional Services IT strategy and create value for the University of NSW Including:

- Participate in the development of the Enterprise IT strategy bringing specific knowledge, skills and experience of the Domain. Driving critical decisions around investments, sourcing, engagement models, and leading the implementation of the Domain Operating Model to optimise cost to serve

(CTS), total cost of ownership (TCO) and value creation for the organisation. This is led in collaboration with critical business and IT stakeholders.

- Provide strong governance and transparency with the business around major technology decisions and investments

- Drive continuous technology innovation and improvement objectives within IT.

- Translate the strategy to identify and manage the resources necessary for all stages (plan, build, transition, run and sustain) of solution development projects, ensuring that technical, change, financial and quality targets are met.

- Development and ongoing management of the Operational Service Delivery Management Plan ensuring services meet agreed performance measures.

Drive strong delivery and service performance and the end to end accountability for the uplift of capability and delivery of business outcomes within the Domain.

- Provide Advisory services to the business based on market trends, opportunity identification and knowledge of innovative, contemporary services, tooling and delivery methods.

- 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).

- Work with the Strategy & Architecture team in developing solutions to meet the needs of the business

- Delivery of projects in line with the PPMO's guidelines and IT technology roadmap to deliver the associated capability uplift, business outcomes and value delivery

- Manage the performance of vendors within the Professional Services domain in line with the commercially agreed outcomes and ownership for Strategic Vendor service improvement.

- Quality and effectiveness of service delivery and operational services for all applications in the Professional Services domain. This includes level 2/3 support services. Act as a point of escalation for senior stakeholders for all delivery performance issues (plan, build, transition, run and sustain) within the Professional Services domain

- Financial management; preparing, monitoring and controlling the Professional Services domain budget for business projects, business as usual operations and service improvement initiatives.

- Ensure that significant Risk mitigation (Security, Disaster Recover and Quality) plans are in place for vital applications across the Domain to ensure University operations.

- Govern and manage the application lifecycle balancing service and capacity needs with total cost of ownership (TCO) and cost to serve (CTS

Aligning and influencing critical stakeholders groups behind the technology direction for successful adoption

- Being a trusted advisor and partner to the business leading the relationship management and business engagement to develop a deep understanding of their needs

- Involve and align critical stakeholder groups behind the technology strategy, including business leaders, strategic partners and internal partners. Drive collaboration across the ecosystem and foster an open, constructive environment where partnerships are built

- Driving the effectiveness and adoption of the new engagement model with the business

- Work as part of the IT Executive Leadership team collaborating and jointly leading the uplift in service delivery of the IT organisation as a whole.

- Actively participate in executive Boards created to manage and govern business strategy and operations across the Domain

Building a capable organisation to enable performance, innovation and growth

- Develop a workforce management plan to grow people and lift skills and capabilities in line with meeting the needs for the delivery of services.

- Create a culture and process of continuous improvement within the team championing professional standards, innovation and professional methods (eg agile)

- Take process ownership for key processes (Business Engagement, Development, Testing) which includes driving process effectiveness, maturity and uplift plans, and establishing strong practices in each

- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct.](#)

- Implement the UNSW Health and safety management system within your area of responsibility.

SKILLS AND EXPERIENCE

- Master's level tertiary qualifications in technology or business-related disciplines including significant technology planning, leadership and delivery experience in complex organisation.

- Executive level IT experience across several differentiating experiences relative to the roles expected challenges:

    o Proven experience in business engagement and relationship management with responsibility for developing and managing a portfolio of prioritised work.

    o 10 years' experience in the delivery of Programs and Projects with a focus on COTs, SaaS, PaaS, IaaS solutions. Preferable a background in delivering business programs embedding capability and realising benefits.

    o Experience in application development and lifecycle management, preparing and managing project and operational budgets to deliver and sustain the IT environments

    o Experience managing and governing the performance of third-party suppliers, ensuring strategic value is realised o Experience in implementing contemporary services and delivery methods and applying IT service principles and frameworks for a large, complex organisation

    o Experience running and operationally supporting complex application environments, running in a hybrid infrastructure environment.

    o Leading significant ($15m - $20m) portfolios driving substantial commercial outcomes

    o Successful transforming internal engagement models to drive customer/business outcomes

- Strong Strategic thinking and analytical ability to build compelling IT Services strategies, and a cognitive ability to challenge senior university leadership stakeholders

- Significant large organization leadership depth, including organizations of similar scale with significant teams of senior talent operating in sophisticated IT operating models

- Exceptional executive influence and stakeholder management skills to manage the nuances of a highly disaggregated, variable and independent client groups and external stakeholders

- Track record in driving transformation within their own organizations (eg new engagement models) and within businesses through technology and capability uplift

- Highly collaborative – is able to establish high impact relationships of trust and openness, and foster similar within their leadership teams

- Intellectual curiosity and a superior ability to learn and adapt from experiences

- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

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