POSITION DESCRIPTION

Position:	**6879 Project Support Officer**
Work Area:	Information Technology
Classification:	Level 7
Supervisor:	Manager Program Delivery

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 environmentally 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 ENGAGEMENT & TRANSFORMATION SERVICES

One of our primary client-facing teams interacting with new demands, this set of services focuses on business partnership, solutioning with the business to solve complex business problems, and helping our UniSC community to keep up to date with technology. It includes Enterprise Architecture, Business Analysis and Process Management, Portfolio & Project Management, Strategic Initiative Delivery, Shaping and Estimating works, Delivery Lifecycle, Business Agility coaching, Definition and Governance of the Portfolio Management Office (PMO) – streamlining IT practices and exploring emerging technologies such as AI to better understand how UniSC can leverage these.

Engagement & Transformation Services consists of two teams:

- Engagement & Innovation Services – partnering closely with the business, this team is responsible for the IT architecture and its practices. This team leads innovation strategies in e-Research and other specialist digital technologies and is responsible for the transition of specialist advanced services into operation across the University
- Program Delivery – responsible for portfolio and project risk, maintaining quality and project performance objectives and ensuring appropriate organisational change management is incorporated into projects to facilitate the effective adoption of project objectives

PRIMARY OBJECTIVES OF THE POSITION

1. Provide high level support to the Program Delivery team through the planning, management and delivery of the portfolios and programs of projects and demands in a changing and complex IT environment
2. Assist with the coordination, development and up keep of project artefacts including risk registers, budgets, procurement processes and record keeping
3. Develop, maintain and continually review and improve the project management framework including the processes, technologies and training materials required to optimise the framework
4. Ensure alignment with the governance structures and frameworks required to maintain the quality and assurance of the IT Project Management Office (PMO)

NATURE AND SCOPE OF POSITION

Under broad direction of the Manager Program Delivery, the Project Support Officer provides high level support and undertakes a range of project research analysis, reporting and administrative activities to support and contribute to the development, planning and delivery of projects in line with plans and objectives. The role analyses and assesses different situations and develops and implements effective and efficient business processes that ensure continuous improvement in a project management environment.

This role can be allocated to various IT projects and when a project is in a lull, this role may perform change and communication activities as required. In this capacity, the role may at times be required to assist with driving and facilitating the successful adoption of changes delivered by IT projects. The role requires consultation with stakeholders to identify change and communication requirements and will use these requirements to inform the development and execution of communications, change impacts and conduct training needs analysis.

KEY ACCOUNTABILTIES OF THE POSITION

1. Work with resource and project managers to develop and implement portfolio/project plans, schedules, project logs and reports as well as track, monitor and analyse portfolio deliverables and outcomes
2. Work with project managers to prepare highlight and checkpoint reports in relation to budget, scheduling and resources, and assist with compliance checks and procurement processes
3. Monitor portfolio financials to maximise the efficiencies of the PMO, in line with project goals and timeframes, ITIL change management processes, security policies, and quality assurance policies and procedures
4. Proactively maintain awareness of project activities and status across the portfolio, building effective relationships with key internal and external stakeholders
5. Work with project personnel to guide, train and support the team in project management tools and methodologies
6. 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 qualification with at least four years' subsequent relevant experience or extensive management experience in significant organisations or an equivalent combination of relevant experience and/or education/training
2. Previous experience with successful project delivery as well as experience with project management frameworks and toolsets including ServiceNow and Microsoft 365 applications
3. Excellent business acumen skills with the ability to research, develop and analyse different options and opportunities when investigating requirements to optimise business processes
4. Proven management and prioritisation of multiple project support activities in a high workload to ensure effective achievement of project objectives
5. Excellent interpersonal and communications skills, including confidentiality and diplomacy, active listening, empathy and a respectful team player
6. Must be adaptable and flexible with the ability to take on new initiatives quickly and efficiently
7. An understanding of IT Policy, Compliance, Cyber Security and Risk Management practices

Skills For the Information Age (SFIA) - FRAMEWORK SKILLS & LEVELS

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	None
4	Enable	Service Acceptance (SEAC)
3	Apply	Organisational Change Management (CIPM); Methods & Tools (METL); Measurement (MEAS); Release & Deployment (RELM)
2	Assist	Portfolio, Program & Project Support (PROF); Knowledge Management (KNOW); 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 in order 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.