Position Description

Collaboration Platforms Specialist

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services (IS)
Department:	Digital Workplace Services
Classification Level:	HEO7
Employment Type:	Full-Time, Continuing
Campus Location:	Campus Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - http://www.latrobe.edu.au/about

Position Context/Purpose
The Collaboration Platforms Specialist, reporting to the Manager, Workplace Technology at La Trobe University is responsible for overseeing the management and optimisation of the university's collaboration platforms, including Teams, Zoom, Cisco Call Manager, contact centre platform, and mobile voice and data services.

This role involves ensuring that these platforms are effectively supporting the university's communication and collaboration needs, managing vendor relationships, and ensuring compliance with service level agreements (SLAs).

The Collaboration Platforms Specialist will also be responsible for overseeing platform and hardware lifecycle management and driving continuous improvement initiatives to enhance service quality and efficiency.

Duties at this level will include:

Strategic Management and Implementation:
- Develop and implement strategic plans for the management and optimisation of collaboration platforms to support the university's communication and collaboration needs.
- Ensure alignment of collaboration platform initiatives with university policies, goals, and external requirements.
- Identify opportunities for innovation and improvement within collaboration platform services, proposing and implementing changes to enhance service quality and operational effectiveness.

Operational Oversight and Performance Management:
- Oversee the day-to-day operations of collaboration platforms, ensuring reliable and efficient service delivery.
- Monitor and manage the performance of collaboration platforms, conducting regular reviews and assessments to identify areas for improvement.
- Implement best practices and industry standards to ensure the highest levels of service availability, security, and user satisfaction.

Vendor and Stakeholder Management:
- Manage vendor relationships, ensuring SLAs are met and the university receives the best value from services provided.
- Engage with stakeholders across the university to understand their collaboration needs and provide tailored solutions that meet their requirements.

Lifecycle Management:
- Oversee the lifecycle management of collaboration platform hardware and software, ensuring timely upgrades, replacements, and maintenance.

Expert Advice and Knowledge Sharing:
- Provide expert advice and guidance on collaboration platforms to university departments and stakeholders.
- Act as a subject matter expert, sharing knowledge and best practices to enhance the university's collaboration capabilities.

Continuous Improvement and Innovation:
- Drive continuous improvement initiatives to enhance the functionality, usability, and performance of collaboration platforms.
- Stay abreast of industry trends and emerging technologies, integrating relevant innovations into the university's collaboration platform strategy.
- Evaluate feedback from users and stakeholders to identify areas for enhancement and implement solutions that improve service delivery and user experience.

- Independently monitors, reviews and develops procedures in own functional area.

Essential Criteria

Skills and knowledge required for the position
- Extensive experience with collaboration platforms such as Microsoft Teams, Zoom, Cisco Call Manager, contact centre platform, and mobile voice and data services.
- Proficiency in troubleshooting and resolving complex technical issues related to collaboration platforms and related technologies.
- Strong understanding of IT service management frameworks, such as ITIL, and experience with remote support tools and technologies.
- Excellent interpersonal and communication skills, with the ability to engage effectively with stakeholders at all levels and provide clear technical guidance.
- Strong organisational and time management skills, with the ability to manage multiple tasks and priorities effectively.
- Demonstrated experience in managing vendor relationships, negotiating SLAs, and ensuring value for services provided.
- A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Ability to apply theoretical knowledge or management or policy expertise to bring together diverse and sometimes conflicting information to solve problems.
- Demonstrated ability to manage multiple stakeholders to achieve stated outcomes.

Capabilities required to be successful in the position

- **Technical Proficiency:** Strong technical expertise in collaboration platforms, with the ability to apply theoretical and technical knowledge to complex issues.
- **Problem-Solving Skills:** Strong analytical and problem-solving abilities to address technical issues and develop innovative solutions.
- **Customer Focus:** Commitment to delivering high-quality, customer-focused support services, with a proactive approach to understanding and meeting customer needs.
- **Strategic Planning:** Ability to plan and organise activities, aligning them with broader operational goals and facilitating service/operational changes.
- **Continuous Improvement:** Strong commitment to continuous improvement, with the ability to monitor performance, identify areas for enhancement, and implement effective changes to service delivery.
- Knowledge of own strengths, weaknesses and biases – modifying behaviour, based on self-reflection and feedback, to respond to others with empathy and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, demonstrate inclusivity and tailor communication in a way that is meaningful to the audience – consistently modelling accountability, connectedness, innovation and care.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND

- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

WE ARE CONNECTED

We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE

We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE

We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE

We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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Initials: Date: