

<b>Position Title</b>	Lead (ITAM & Local Applications)
<b>Classification</b>	Level 9
<b>School/Division</b>	University IT
<b>Centre/Section</b>	IT Service Delivery
<b>Supervisor Title</b>	IT Manager (IT Service Delivery)
<b>Supervisor Position Number</b>	317953
<b>Position Number</b>	322343

## Your work area

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UWA is making significant investments in the Information and Technology Services to enable its strategic direction and goals. UWA is also looking to utilise technology advancements to expand its services and create new and innovative teaching and research models.

## Reporting structure

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Reports to: IT Manager (IT Service Delivery)

Direct reports: Senior IT Analyst, Senior System Analyst, System Analyst

## Your role

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As the appointee, you will be responsible for managing the activities of the ITAM System analysts and senior IT Analysts, ensuring incoming incidents and requests are completed in a timely manner to ensure high quality support and customer service for our End-Users. You will also be responsible for establishing and monitoring IT service level agreements of incidents and requests ensuring customer satisfaction.

As the appointee you will work closely with the IT Service Delivery Managers, Strategy & Architecture Team, Solutions Delivery Team, SDC Heads and key business stakeholders to define business needs and requirements in line with IT strategy, enterprise architecture design and roadmap.

You will perform queue management activities to ensure timely ticket resolution/fulfilment, manage customer expectations, resolve escalations and contribute in identifying opportunities for process improvements.

## Your key responsibilities

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Lead the ITAM and Local Applications team to provide support and troubleshooting for End-User compute devices, teaching and/or research solutions and applications

Adopt the agreed service delivery and support processes to ensure efficient and effective delivery of solutions, applications and support services

Ensure the appropriate configuration standards and procedures for all devices and software are applied

Oversee all requests, incidents and problems are managed in line with the agreed service levels

Oversee the adoption of appropriate detailed processes to ensure efficient and effective delivery of IT services and support

Contribute to the population of the technical knowledge base

Lead and motivate the ITAM & Local Applications team to potential, develop employees by the setting of clear expectations, regular formal and informal communication, performance appraisals, performance management, mentoring and training to bridge skills gaps

Ensure all procured assets are tracked in the asset management system ensuring compliance for audit purposes

Ensure compliance with security related policy/procedure and maintain an operational security awareness at all times

Embed a culture of service excellence, innovation and continuous improvement founded on cohesiveness, teamwork and flexibility

Act in a capacity as a Major Incident Manager as required, including identifying and activating key resources, communicating with business stakeholders, ensuring rapid response/resolution and post incident review

Other duties as directed

### **Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency

Substantial and extensive experience in leading an IT Support team in large and complex environments, analysing and projecting load, workforce planning and peak load management

Demonstrated leadership capability to manage a team and deliver strategic and operational advice support to leaders

Demonstrated ability to communicate with significant influence, establish impactful stakeholder relationships and build engagement

Excellent organisational and project management skills with demonstrated ability to negotiate competing priorities whilst always remaining fully customer focused

Strong analytical and problem-solving skills, and proven ability to interpret needs and recommend appropriate solutions within a changing environment

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

ITIL certification or appropriate experience in Service Delivery Management is desirable

Working knowledge of the Higher Education sector is desirable

Working knowledge of the Higher Education sector is highly desirable

### **Special requirements (selection criteria)**

Occasional after-hours work

Occasional travel for field service, including outside the metro area

### **Compliance**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct [hr.uwa.edu.au/policies/policies/conduct/code/conduct](http://hr.uwa.edu.au/policies/policies/conduct/code/conduct)

Inclusion and Diversity [web.uwa.edu.au/inclusion-diversity](http://web.uwa.edu.au/inclusion-diversity)

Safety, health and wellbeing [safety.uwa.edu.au/](http://safety.uwa.edu.au/)