Position Description

Associate Director, Enterprise Applications

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	ESMC1
Employment Type:	Full-Time
Campus Location:	Location 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 Associate Director, Enterprise Applications is a senior executive role pivotal in driving the strategic management and optimisation of La Trobe University's enterprise-wide applications portfolio. This position operates within the Information Services, Enterprise Services Function, directly reporting to the Director, Enterprise Services. With a focus on overseeing four key streams— Digital Services, ServiceNow and SAP, Salesforce, and Enabling Services—the Associate Director will lead a dynamic team dedicated to ensuring the delivery, functionality, and security of enterprise applications critical for the university's operations. By leveraging innovative technologies and aligning closely with organisational goals, this role aims to foster a culture of technological excellence, operational efficiency, and digital transformation across the institution.

Duties at this level will include:

Strategic Leadership and Direction
- Develop and execute a comprehensive strategy for the management, enhancement, and optimisation of enterprise applications, aligning closely with the university's strategic objectives and digital transformation initiatives.
- Lead the evaluation and selection of enterprise application solutions, ensuring alignment with industry best practices, emerging technologies, and regulatory requirements.

Team Leadership and Management
- Provide strong leadership and direction to a multi-disciplinary team across Digital Services, ServiceNow and SAP, Salesforce, and Enabling Services, fostering a culture of collaboration, innovation, and continuous improvement.
- Set clear objectives and performance expectations for team members, monitoring progress, and providing guidance and support as needed.

Enterprise Applications Management
- Oversee the end-to-end management of enterprise applications, including planning, implementation, maintenance, and support, with a focus on delivering high-quality, reliable, and scalable solutions.
- Collaborate with stakeholders to define business requirements, prioritise initiatives, and ensure the effective utilisation of enterprise application resources.

Technology Innovation and Optimisation
- Stay abreast of industry trends, emerging technologies, and best practices in enterprise application management, continuously seeking opportunities to enhance the university's technological capabilities and efficiency.
- Drive innovation and optimisation initiatives to streamline processes, improve user experience, and maximise the value delivered by enterprise applications.

Stakeholder Engagement and Relationship Management
- Cultivate and maintain strong relationships with key stakeholders across the university, including senior leadership, academic departments, and administrative units, to understand their needs and requirements related to enterprise applications.
- Act as a trusted advisor to senior management on matters pertaining to enterprise application strategy, investments, and risk management.

Performance Monitoring and Reporting
- Develop and implement performance metrics and KPIs to monitor the effectiveness, efficiency, and reliability of enterprise applications, regularly reviewing and analysing performance data to identify areas for improvement.
- Prepare comprehensive reports and presentations for senior management, highlighting key achievements, challenges, and opportunities in enterprise application management.

Essential Criteria

Skills and knowledge required for the position
- Extensive experience in managing enterprise applications within a complex organisational environment, preferably in the higher education sector.
- Deep knowledge of enterprise application platforms and technologies, including SAP, Salesforce, ServiceNow, and other back-office systems.
- Proven expertise in project management, system implementation, and IT service delivery.
- Strong leadership and people management skills, with the ability to inspire, motivate, and empower teams to achieve excellence.
- Excellent communication and interpersonal skills, with the ability to effectively convey technical concepts to non-technical stakeholders and senior leadership.
- Strategic thinking and problem-solving abilities, with a focus on driving innovation, continuous improvement, and operational excellence.
- Ability to direct, lead and control the work of other managers. Extensive knowledge and skills and many years of relevant experience in the Australian University sector, or a breadth of professional experience in industry; would commonly have achieved second- or further-degree level qualifications.

Capabilities required to be successful in the position

- **Leadership**: Ability to provide visionary leadership and strategic direction to a diverse team, driving collaboration, innovation, and excellence.
- **Strategic Thinking**: Capacity to develop and execute strategic plans that align with organisational goals and drive digital transformation.
- **Stakeholder Engagement**: Strong interpersonal skills to build and maintain relationships with stakeholders, fostering trust, collaboration, and alignment.
- **Technical Expertise**: In-depth knowledge and expertise in enterprise application management, leveraging technology to achieve business objectives.
- **Problem-Solving**: Aptitude for identifying and addressing complex issues and challenges related to enterprise applications, driving effective solutions and decision-making.
- **Communication**: Clear and effective communication skills to convey complex technical information to stakeholders at all levels, fostering understanding and alignment.
- **Change Management**: Ability to drive change and innovation in enterprise application services, effectively managing resistance and promoting adoption across the organisation.

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.

La Trobe's Cultural Qualities:

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.

For Human Resource Use Only

Initials: Date: