POSITION DESCRIPTION

Position Title	ILM AD System Specialist		
Organisational Unit	Information Technology Directorate		
Functional Unit	Strategy & Program Delivery		
Nominated Supervisor	Risk & Security Manager		
Higher Education Worker (HEW) Level	Hew Level 8	Campus/Location	Sydney, Melbourne, Brisbane
CDF Achievement Level	1 All Staff	Work Area Position Code	13396
Employment Type	Fixed Term, Full-time (24 months)	Date reviewed	February 2019

ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

Mission Statement: *Within the Catholic intellectual tradition and acting in Truth and Love, Australian Catholic University is committed to the pursuit of knowledge, the dignity of the human person and the common good.*

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs.   The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's Mission and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the Mission of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at www.acu.edu.au.

ACU is committed to diversity and social inclusion in its employment practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

ABOUT THE CORPORATE SERVICES PORTFOLIO

The Corporate Services Portfolio enables and fosters an engaging student and workplace experience through services aligned to the Identity and Mission, and the Strategic Plan of the University. The Portfolio is comprised of the directorates of Finance, General Counsel, Governance, Human Resources, Information Technology, Marketing & External Relations, Planning & Strategic Management, Properties & Facilities, Student Administration and the Office of the Chief Operating Officer.

ABOUT THE IT DIRECTORATE

Operating within the ACU's Corporate Services Portfolio, the Information Technology Directorate is led by the Director of Information Technology and three Associate Directors. The Director is responsible for overall strategic planning and governance, while the Associate Directors are responsible for specific portfolios representing the core functions of the Information Technology Directorate. These comprise Strategy and planning, Applications, Infrastructure and service delivery.

The Information Technology Directorate is a professional business unit with a customer service focus. Its vision is to deliver high quality ICT Strategic services to support learning, teaching, research and business functions within the University. The Information Technology Directorate is responsible for the planning, management and delivery of information technology and services across the University to ensure the development and implementation of enhanced delivery systems and infrastructure to support the University Strategic Plan and activities.

ABOUT THE STRATEGY & PROGRAM DELIVERY

Strategy and Program Delivery partners with faculties and other business units across the University to deliver positive IT enabled change that makes a difference to ACU and the community. We understand, innovate, facilitate, plan and implement business capabilities that deliver on ACU's strategic goals and vision. We also provide advice and assistance to the IT leadership team with strategy, planning, and reporting.

Strategy and Program Delivery comprises:

- Engagement Team -engage with stakeholders to understand, scope, develop, and encourage the use of solutions to meet ACU's needs for IT enabled transformation.
- Planning and Delivery -deliver programs and projects to meet ACU's change needs, design new or changed services and service management processes for service excellence, assist with project enabled change, and provide input to IT governing bodies
- Security and Risk Team -develop and maintain IT security policy and standards, coordinate implementation of cybersecurity projects and operational needs, coordinate IT security incident response, and assist in development and adoption of business continuity and disaster recovery plans for IT.

We are specialists in IT Strategy and Innovation, end-to-end Idea to Reality, business engagement, analysis and solutions designs, product design and management, portfolio planning and change delivery, enterprise architecture, governance and compliance and IT security and risk management.

POSITION PURPOSE

The ILM AD Specialist has a specific focus on delivering administration of the University's Identity Management System through the application of programs, software and data protocols.
The position seeks to improve ACU's identity management information and systems in line with the university's needs for correct handling of lifecycle events such as onboarding and offboarding, for role based access, and for security needs more generally.

The position plays a key role in assuring the security of University's information systems and utilises expert skills and knowledge to implement processes and standards to help business units across ACU to operate more efficiently.

Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The Capability Development Framework in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences (Capability Development Framework)	Scope of contribution to the University			
		Within the work unit or team ✔	School or Campus ✔	Faculty or Directorate ✔	Across the University ✔
Undertake and lead the ITIL processes of change control, incident and problem resolution with reference to the effective management of the University's Identity management systems and the systems associated with Single Sign On environment .	• Adapt to, and lead change • Communicate with impact • Deliver stakeholder centric service			✔	
Manage relationships with business and technical stakeholders, whilst assisting in gathering their requirements, working from, and evolving, solution design documents in order to meet business needs.	• Deliver Stakeholder centric services • Be responsible and accountable for achieving Excellence • Know ACU work processes and systems				✔
Work collaboratively with the University's Security Manager and Enterprise Architect to provide technical leadership in Identity Management solutions including solution architecture and design.	• Collaborate effectively • Communicate with impact • Make Informed decisions			✔	
Review and Improvement of existing processes and facilitate the integration of these processes to meet ACU strategy of SSO and Identity management.	• Make informed decisions • Be responsible and accountable for achieving excellence • Know ACU work processes and Systems			✔	

Key responsibilities specific to this position	Relevant Core Competences ([Capability Development Framework](#))	Scope of contribution to the University			
		Within the work unit or team ✔	School or Campus ✔	Faculty or Directorate ✔	Across the University ✔
Design and implement end to end identity lifecycle processes and provide administration of Identity Management services and components in collaborative manner with business units, system owners and other IT systems administrators.	• Deliver stakeholder centric service • Collaborate effectively • Apply commercial acumen				✔
Manage small ad hoc work teams for projects as required.	• Make informed decisions • Be responsible and accountable for achieving excellence • Know ACU work processes and Systems				✔
Produce technical documentation and analysis reports as required to facilitate making informed decision for the continual improvement of identity management capabilities, governance, workflows and user onboarding and offboarding.	• Make informed decisions • Be responsible and accountable for achieving excellence • Know ACU work processes and Systems			✔	
Transfer technical and system administrative skills and knowledge to the broader IT team in support of knowledge sharing and capacity building.	• Collaborate effectively • Communicate with impact • Coach and Develop			✔	
Provide expert consultancy related to identity management functionality to a range of internal stakeholders to create customised solutions for identity data integration that also preserves the security of identity information.	• Apply commercial acumen • Make informed decisions • Coach and Develop				✔
Develop innovative solutions to address business requirements for identity management, user profile management, multifactor authentication, privileged access management and Single Sign On integration.	• Coach and Develop • Know ACU work processes and Systems • Deliver stakeholder centric service				✔
Other duties as required by the Risk & Security Manager, Associate Director or CIO.	• Be Responsible and Accountable for Achieving Excellence			✔	

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Key Challenges and Problem Solving

- Design, implement and provide administration of Identity Management services and components in collaborative manner with wide range of stakeholders including business units, system owners and other IT systems administrators.

- Continuous review and improvement of existing processes and facilitate the integration of these processes to meet ACU strategy of SSO and Identity management.

- Identify technical issues, thinking laterally and applying analytical skills to develop appropriate options for resolution in response to changing business requirements.
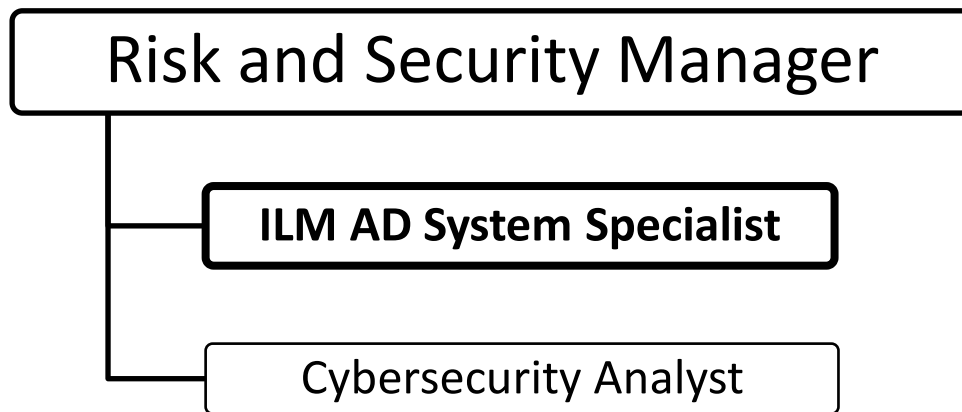
Decision Making / Authority to Act

- The position holder works autonomously with broad direction from supervisor and is required to use professional judgement to set priorities and solve technical problems that address operational needs.

- The position holder provides expert consultancy related to identity management functionality to a range of internal stakeholders to create customised solutions for SSO integration that also preserves the security of identity information.

- The position holder determines and develops technical documentation, and analysis reports that are required to facilitate making informed decision for the continual improvement of IT infrastructure capabilities.

Communication / Working Relationships

- The position will communicate with a wide range of internal and external business and technical stakeholder to manage relationships, whilst assisting in gathering their requirements, working from, and evolving, solution design documents in order to meet business needs.

- The position will liaise extensively with the members of IT directorate to address specific needs of ACU strategic plans and initiatives and to transfer technical and system administrative skills and knowledge in support of knowledge sharing and capacity building.

Reporting Relationships

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│       Risk and Security Manager             │
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   │      ┌──────────────────────────────────┐
   ├──────┤    ILM AD System Specialist      │
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   │      ┌──────────────────────────────────┐
   └──────┤      Cybersecurity Analyst       │
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For further information about structure of the University refer to the organisation chart.

SELECTION CRITERIA

Qualifications, skills, knowledge and experience

1.	Completion of, or progress towards, postgraduate qualifications in Computer Science, Information Systems, or related discipline and extensive relevant experience; or an equivalent combination of relevant work experience and/or education/training in the area of Identity management and SSO.
2.	Demonstrated experience with Windows and Linux servers, including vulnerability management, implementing IT security principles plus knowledge with disaster Recovery principles, proven experience with Microsoft Active Directory, Azure Active Directory, Microsoft Identity Management system (FIM /MIM), SSO and knowledge of CAS, SAML and principles based on AAF (Australian Access Federation), ADFS, OAuth and OpenID connect.
3.	Experience with high availability architectural concepts of SSO systems, knowledge of load balancer and application performance tuning.
4.	Proven experience to design and optimise business processes and integrate business processes across disparate systems within complex organisation structures.
5.	Demonstrated experience identifying complex technical issues, thinking laterally and applying analytical skills to develop appropriate options for resolution.
6.	Knowledge in using ITSM tools based on ITIL such as Service Now.

Core Competencies (as per the Capability Development Framework)

7.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
8.	Demonstrated ability to adopt an organisational wide point of view and make informed, evidence-based decisions to achieve high quality outcomes for the organisation and seize opportunities that improve organisational viability
9.	Demonstrated commitment to delivering stakeholder centric services and keeping stakeholder interests at the core of business decisions to maintain service excellence. See the ACU Service Principles.
10.	An ability to take personal accountability for achieving the high quality outcomes through an understanding of organisational context, self-reflection, and aspiring to and excellence.

Other attributes

11.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.