

Position Description

KING & WOOD
MALLESONS
金杜律师事务所

Position Title: Applications Manager

Supervising Partner / Manager / Supervisor: Head of Technology Transformation and Operations

Shared Services Team: Technology

Centre: Sydney

Date Created / Last Edited: May 2019

Working. Respect. Together

King & Wood Mallesons is committed to creating an inclusive, fair and respectful culture. We require all partners and staff to contribute to a safe working environment which is free from unlawful discrimination and/or harassment. We also require partners and staff to maintain a professional standard of dress, appearance and behaviour during work and at work related functions.

We acknowledge, understand, accept and value differences among all our people. This may relate to age, marital status, ethnicity, carer's status, gender, physical and mental disability, sexual orientation, gender identity, gender expression, spiritual practice or religious belief, for example.

We recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and pay our respects to them as the traditional owners of country.

Position Summary

The Applications Manager is responsible for planning, management and support of the firm's line of business applications and services. This role has a mix of people management, commercial management, project management, service delivery and technical focus.

You will manage a team of systems engineers and database administrators who support a broad range of applications and services including the firm's Customer Relationship, Practice Management and Document Management systems. You will work with your team to deliver new projects and effectively manage and support the systems under your control.

You will work closely with your peers across the technology organisation plus other shared services and legal teams across the KWM network.

You are expected to keep your skills at a high level and your working knowledge of supported applications and services up to date, while striving to continuously improve existing systems, technology and process.

Due to the nature of the role, work outside standard office hours will be required at times.

Your key responsibilities

- Manage the provisioning, installation and support of the firm's line of business applications and services which the team is responsible
- In liaison with the Head of Technology Operations oversee resource allocation and develop work plans and reports to effectively manage the teams projects, system upgrades and roll outs.
- Facilitate team meetings to track team member achievements and provide input to the Technology Operations monthly reports.
- Develop new ways of working and streamline processes to improve effectiveness of the Technology Operations team.
- Work with Systems Analysts and Systems Developers to define the requirements of an application and specify an optimum design for subsequent development and ongoing support
- Manage relationships throughout Shared Services and KWM Legal to ensure that the organisation's strategic vision and expectations are effectively being met.
- Provide input to the Technology budget and project planning, and ensure the firm's network services and communications platforms are delivered on schedule and within agreed budget
- Help coordinate Request For Proposals (RFP), selection and negotiation of contracts with third party vendors
- Ensure team members maintain good service delivery and their operational support duties are carried out within required service level agreements, while ensuring ongoing availability and reliability of systems is maintained.
- Respond to critical situations to ensure affected applications and services are restored as quickly as possible and help facilitate post incident reviews after major incidents
- Act as escalation point for faults or complaints to ensure incidents are dealt with effectively and fairly
- Provide detailed and effective change control to ensure all team changes are properly tracked and appropriate Technology staff or CAB remain informed
- Ensure upgrades and enhancements align to business requirements, and are properly planned and implemented
- Help to ensure team members receive training which aligns to their role and contributes to their personal development plan
- Proactively develop policies, procedures and documentation required to support the firm's business applications and services.
- Maintain strong communication between technology teams, shared services and legal
- Role model expected standards of behaviour and act in the best interests of the team and the firm

Performance indicators

- Demonstrated ability to manage people and communicate with staff at all levels.
- Maintains good working knowledge of all applications and services used by the firm

- Ensuring the operational efficiency and effectiveness of the firm's line of business applications and services with minimal operational delays and breakdowns.
- Maintains documentation and awareness of the firm's line of business applications and services
- Strong people management and project management skills and provides sound guidance and concise instructions to team members
- Regular review of the team's service management statistics and resourcing to ensure highest level of customer service and service delivery, and identify skill gaps or over allocation
- Encourages teamwork, collaboration and continuous improvement to promote good team morale
- Maintains good working knowledge of ITIL and follows agreed processes for change control, incident management and problem management
- Keeps up to date with new technologies and measures relative impact of industry trends that may benefit the firm
- Performs well under pressure or when dealing with high workload
- Demonstrates good judgment and decision making skills in tasks requiring analysis, problem solving, negotiation, strategic communication and interactions with others
- Ability to build and maintain strong vendor relationships, manage vendor cases, and escalate issues to effectively reach quick resolutions.
- Researches future developments and identifies areas for improvement
- Demonstrates a strong cultural awareness

Your Key Relationships

- Applied Legal Technology team
- Business Development & Marketing
- Finance & Matter Management
- Knowledge Management
- People & Development
- Other Technology teams

Capabilities

Our Capability Framework is a key tool to help drive business results and achieve our vision of leading the way in creating value, centred on what our clients need.

To succeed in this position the following capabilities are to be achieved:

People

- Respectful and supportive interactions that lead to firm high performance
- Building effective teams by empowering and coaching people
- Leading through collaboration and accountability

Clients

- Consistently delivering superior client service

- Becoming a trusted advisor through deep understanding of the client
- Building strong and enduring client relationships
- Adapting flexibly to a changing environment to meet client needs

Firm

- Application of technical knowledge to advance the client's commercial objectives
- Development of legal and industry/sector expertise
- Effective practice and project management
- Building your professional reputation
- Achieving financial and cost targets
- Commitment to continuous improvement through innovation
- Applying business acumen in pursuit of opportunities for the firm and clients
- Effective workload and project management

Financial

- Applying business acumen in delivery of service to clients
- Achieving business, project and budget goals
- Commitment to continuous improvement through innovation

Qualifications

Essential

- ITIL Foundation
- Industry certification (MCP etc)

Desirable

- Bachelor degree in computing related field
- ITIL Practitioner level exams
- Industry certification (MCITP, MCSE or VCP etc)
- Project Management certification (PRINCE2 or PMP etc)

Skills and Attributes

Essential

- 8 – 10 years industry experience with 5 or more years concentrating on application support, database management and web technologies.
- Strong IT service management, project management and team leadership skills
- Demonstrated experience designing, implementing and supporting business applications including but not limited to;
 - Customer Relationship Management (CRM) solutions
 - Practice Management Systems (PMS) solutions
 - Document Management Systems (DMS) solutions
 - Human Resources Information Systems (HRIS) solutions
- Strong knowledge of Active Directory, Windows Server, SQL Server and IIS / Web technologies

- Strong understanding of network fundamentals including TCP/IP
- Ability to troubleshoot complex problems and to think outside the box
- An ability to manage high volumes of work and prioritise expectations
- Experience with vendor commercial negotiations and case escalations
- Clear and concise communication

Desirable

- Experience with eDiscovery platforms such as iPro and Ringtail
 - Experience supporting BPM platforms such as Metastorm and K2
 - Experience supporting Cold Fusion web platforms
 - Working knowledge of scripting languages including PowerShell
 - Experience with Microsoft Exchange and Microsoft SharePoint
 - Experience with Microsoft Office 365 Cloud Technologies
 - Experience with Mobile Device Management Technologies
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Abilities

Essential

- Treats others with respect and demonstrates professional courtesy at all times
- High level of enthusiasm and initiative
- Adapts interpersonal style to suit the needs of others
- Responds well to change
- Ability to troubleshoot complex problems and to “think-outside-the-box”
- Ability to manage a variety of projects while prioritising the team’s BAU workload
- Ability to manage stakeholder expectations and staff at all levels
- Desire to learn new technologies and think on their feet

Desirable

- Prior experience leading a team of system engineers and application specialists
 - Experience working in a demanding corporate environment
 - Experience developing policies and procedures with a continuous improvement mind-set
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Our Vision & Values

Our global vision

‘To create a unified top tier global law firm headquartered in Asia’.

Across our global firm we have **values** that guide us and that we aspire to live up to

Client centric
Dynamic and entrepreneurial
One team. One firm
Excellence and innovation
Stewardship
Global perspective

.....these are the same whichever part of the firm you work in, in all countries.

As King & Wood Mallesons evolves to meet changing strategic and operational needs and objectives, so will the roles required of its staff. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. It provides an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant partner/ manager as part of KWM's performance evaluation, development and progression processes.