

## Position Description

# Manager, Enterprise Identity

*Position Number: 00064393*  
*Position Title: Manager, Enterprise Identity*  
*Date Written: July 2018*

*Faculty / Division: Finance and Operations*  
*School / Unit: UNSW IT Security*  
*Position Level: Senior Appointment*

## ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

## Values in Action: Our UNSW Behaviours

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



Values in Action  
Our UNSW Behaviours



Builds  
Collaboration



Embraces  
Diversity



Displays  
Respect



Demonstrates  
Excellence



Drives  
Innovation

## OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW IT provides reliable, cost aware, and modernised IT services and infrastructure. As a member of the University's Finance and Operations Division, UNSW IT is modelled under a Shared Services capability.

UNSW IT is now entering its next phase of evolution with further transformations to position itself as a strategic partner within the whole of UNSW.

The Manager, Enterprise Identity will lead a team and manage the day-to-day operational processes and activities in our Enterprise Identity Function which sits within UNSW Cyber Security under the Chief Information Security Officer (CISO):

- Identifying, managing, and resolving issues or workflow challenges,
- efficiency and performance monitoring,
- program and team management,
- detailed technical analytics & reporting, and
- executive reporting and briefings

The Manager, Enterprise Identity will initially report to the CISO. There are a subset of roles that report to the Manager, Enterprise Identity. The vision is for the team to be expanding as UNSW adopts a leading-class IDAM uplift and an "identity as the border" model for security and implements a new cloud-based identity suite.

Reporting lines and role types and quantity will likely evolve over time to meet University demands and requirements.

## RESPONSIBILITIES

Specific responsibilities for this role include:

- Lead and execute complex assessments and projects that require analytical, technical, and business skills across a broad range of IT and identity management areas.
- Contribute to the design and execution of the Identity Management Strategy and related projects.
- Operate and monitor identity-related systems for abnormal behaviour and provide subject matter expertise.
- Provide leadership and single point of escalation when responding to identity security incidents or deviation from baseline.
- Report performance against established metrics to the CISO and make recommendations for improvements; or establish metrics where they are required.
- Manage a growing team of professionals by providing effective coaching, motivation and development of team members.
- Continuously develop and improve capabilities and capacity to meet both existing and new business demands. This includes developing functional capability and optimising the practice and related processes.
- Consult and provide high level advice on projects which require integration with identity management.
- Analyse requirements and advise on scope and options for continuous operational improvement.
- Ensure compliance to SLA, process adherence and process improvisation to achieve operational objectives.
- Revise, provide strategic recommendations and develop processes to strengthen the current Identity Management Operations Framework. This involves reviewing policies, highlighting the challenges in managing SLAs and provide improvement suggestions and develop go-to-market strategies.

- Lead and be responsible for team & vendor management, overall use of resources and initiation of corrective action where required.
- Be accountable for the creation of reports, dashboards and metrics for security operations and presentation to senior management.
- Actively engage with internal and external stakeholders to build and maintain collaborative working relationships with them and understand relevant business drivers.
- Other related information security duties as assigned or delegated.
- Identify and negotiate appropriate personal and team development opportunities.
- Implement the UNSW Health and safety management system within your area of responsibility.

## SELECTION CRITERIA

- A minimum of 5 years of management experience in an Enterprise Identity Management function or in a senior IT support role.
- Demonstrated familiarity with contemporary identity technologies, techniques and products.
- Proficiency in preparation of executive reports, dashboards, and documentation.
- Extensive demonstrated experience in strategy formulation and implementation.
- Demonstrated experience of successfully delivering consultancy type projects, whether within a consultancy or as an internal business team.
- Excellent communication and strong, demonstrable leadership skills, with the ability to handle high-demand situations with management and key stakeholders.
- Proven high level ability and capacity to direct and monitor the implementation and effectiveness of strategic programs of work.
- Strong analytical and problem-solving skills, ensuring that the underlying problem is understood and a robust approach / solution is developed.
- Strength of character with confidence and credibility with ability to challenge issues and positively influence their resolution, irrespective of political sensitivities.
- Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*