

**POSITION DESCRIPTION – Professional Services Staff  
For levels 6/7 and above**

Position Title: Director, Information Management & Technology Services Level: 10  
 Faculty/Division: Information Management & Technology Services Division Department/Location: IM & TS



**Primary purpose of the position:**





This position will serve as the head for the University of Wollongong’s (UOW) Information Management & Technology Services (IM & TS) Division. This leader will engage and support stakeholders across UOW in both a strategic and tactical capacity, aligning and deliver investments in information technology with UOWs Strategic and Operational Plans. The outcome of this alignment/engagement will include implementation and maintenance of business applications, infrastructure, data centres and effective supplier relationships. This position is expected to provide to UOW a stable IM & T operational environment, meeting agreed service level commitments accompanied by an effective technology risk regime.

**Position Environment:**

Information Management & Technology Services (IM&TS) is the University’s central information management and technology service provider for core infrastructure and services and is responsible for the development and management of information and communications technology resources in response to research, teaching and business requirements.

**Major Accountabilities/Responsibilities:**

	Responsibilities	Outcome	Percentage of Time	Office Use Only
1.	<p><b>Strategy and Planning</b></p> <ul style="list-style-type: none"> <li>Take overall responsibility for development and implementation of IM&amp;TS strategy &amp; Operational Plans, both aligned with UOW’s strategy and supported by effective governance mechanisms. Coordinate IM&amp;TS and business resources to meet specific business objectives and create value for UOW by improving the performance of the organisation.</li> <li>Identify, initiate and lead significant technology improvement programs, taking responsibility for the quality and appropriateness of the work performed, and the realisation of measurable benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Successful implementation of an agreed (aligned with UOW’s strategic plan) IM&amp;TS strategy &amp; Operational Plan, with governance mechanisms implemented as necessary to support this outcome.</li> <li>Alignment of infrastructure management and business application processes consistent with other world class universities.</li> </ul>	25	
2.	<p><b>Solution Development and Maintenance</b></p>		20	

	<ul style="list-style-type: none"> <li>Promote the opportunities that technology presents to UOW stakeholders, including the feasibility of change and its likely impact upon the business. Authorise the allocation of resources for the planning, development and delivery of all information systems services and products, and maintain an overview of the contribution of programmes to organisational success.</li> <li>Set strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to business performance and benefits to UOW.</li> <li>Set organisational strategy governing the direction and conduct of project management, including application of appropriate methodologies. As agreed manage the implementation of strategic, high impact, high risk projects.</li> </ul>	<ul style="list-style-type: none"> <li>Business application stability, delivery that meets agreed business needs and performance.</li> <li>Infrastructure management resulting in limited downtime and business impact.</li> <li>Project Management Capability demonstrably delivers projects on time, within budget to agreed requirements</li> </ul>		
3.	<b>People Management</b> <ul style="list-style-type: none"> <li>Lead, develop and grow the IM&amp;TS leadership team in accordance with UOW's principles and processes, including developing optimal structures and clear accountabilities, maximising staff performance, providing mentoring and coaching etc. to ensure the right people in the right roles to deliver IM&amp;TS services required to achieve business objectives.</li> </ul>	<ul style="list-style-type: none"> <li>Capability of IM&amp;TS leadership team.</li> <li>Proactive and effective engagement by the IM&amp;TS team with all UOW stakeholders is recognised and acknowledged.</li> </ul>	25	
4.	<b>Financial Management of IM&amp;TS</b> <ul style="list-style-type: none"> <li>Set, negotiate, agree and manage all financial budgets and targets, ensuring that there is adequate funding for all IM &amp; T targets and plans, especially to meet development and capacity needs.</li> <li>Determine together with UOW Procurement, UOW IM &amp; T procurement policies including 'build or buy' criteria. Participate in the agreed procurement process with business owner(s) from clarifying a specification to placing contracts, including identifying opportunities for business improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Management of OPEX and capital budgets.</li> <li>Agreed Procurement Process demonstrably in place and consistently followed.</li> </ul>	10	
5.	<b>Supplier Relationship Management</b> <ul style="list-style-type: none"> <li>Develop and deploy mechanisms that lead to positive relationships between UOW and suppliers, including overall management and development of the commercial relationships with the senior levels of management in supplier organisations.</li> </ul>	<ul style="list-style-type: none"> <li>Tangible Benefits of Supplier relationship approach demonstrable to UOW</li> </ul>	5	
6.	<b>Risk Management and Information Security</b> <ul style="list-style-type: none"> <li>Develop strategies for ensuring the security of automated systems. Ensure that the policy and standards for information security are fit for purpose, current and are regularly audited.</li> </ul>	<ul style="list-style-type: none"> <li>Effective controls in place and 'Audit Ready'</li> </ul>	10	

	<ul style="list-style-type: none"> <li>Evaluate the critical risks to availability, integrity and confidentiality of IM &amp; T-related systems and identify priority areas for improvement.</li> <li>Ensure that disaster recovery plans are in place to support business continuity planning.</li> </ul>	<ul style="list-style-type: none"> <li>Proactive approach to Risk Management through Risks being regularly assessed, mitigation plans in place and effective.</li> <li>Approved DRP plans in place and regularly tested with any resulting issues addressed.</li> <li>'Audit ready' posture maintained.</li> </ul>		
7.	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	To foster direct relationships with staff and enhance engagement with the organisation.	Ongoing	
8.	Observe principles and practices of Equal Employment Opportunity	To ensure fair treatment in the workplace	Ongoing	
9.	Have WH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/">http://staff.uow.edu.au/ohs/commitment/responsibilities/</a> document	To ensure a safe working environment for self & others.	Ongoing	

### Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

### Reporting Relationships:

Position Reports to:	Chief Financial Officer
The position supervises the following positions:	X Senior Managers
Other Key Contacts:	Vice-Chancellor, Senior Executives, Executive Deans and Directors, ITPAC

## Key Relationships:

### Contact/Organisation:

Key UOW stakeholders  
Chief Finance Officer  
IM&TS Senior Managers  
Vendors and suppliers  
External organisations

### Purpose & Frequency of contact

Faculties, Divisions and subsidiaries  
Planning and operational strategic matters  
Planning and management briefings  
Identification of opportunity, periodic  
Benchmarking and quality purposes

## Key Challenges:

- 1.. Development of aligned and agreed strategic and operational technology plans.
- 2 Implementation of a disciplined Service Delivery Framework (ITIL) which reflects the impact service failure can have on the day to day operations of UOW.
3. Implement an innovation framework that evaluates opportunities for innovative use of technology and then quickly moves to adopt such technology into UOW's core capability.
4. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

## SELECTION CRITERIA - Knowledge & Skills:

### Essential:

- Organisation management of over 100 people and 5-10 managers;
- Extensive professional experience with significant experience as a leader in an enterprise information management and technology role;
- Experience in formal, measurable project management methodologies that result in consistent and reliable team delivery behaviour;
- Understanding of industry best practices and the ability to drive implementation of the best practices across business applications and infrastructure activities;
- Ability to develop and communicate technical concepts and issues to upper management with ease and confidence, and to translate business goals into application strategies;
- Demonstrated ability to work in a highly dynamic environment with some ambiguity and rapid (managed) change;
- Ability to develop human resources by analysing gaps and capabilities, leadership potential and providing objective, factual and timely feedback and coaching;
- IT financial management of budgets of AUD \$30-50 million.

## SELECTION CRITERIA - Education & Experience:

### Essential:

- Degree in Computer Science or similar;
- Accountability for and success in driving a technology change program, in an environment with diverse stakeholders and a requirement to engage enterprise leadership to effect the change;
- Project management for large projects;
- Direct experience with managing business applications and infrastructure teams;
- Board level or equivalent presentation experience.

### Desirable:

- MBA or similar;
- PMP or Prince2 certification.

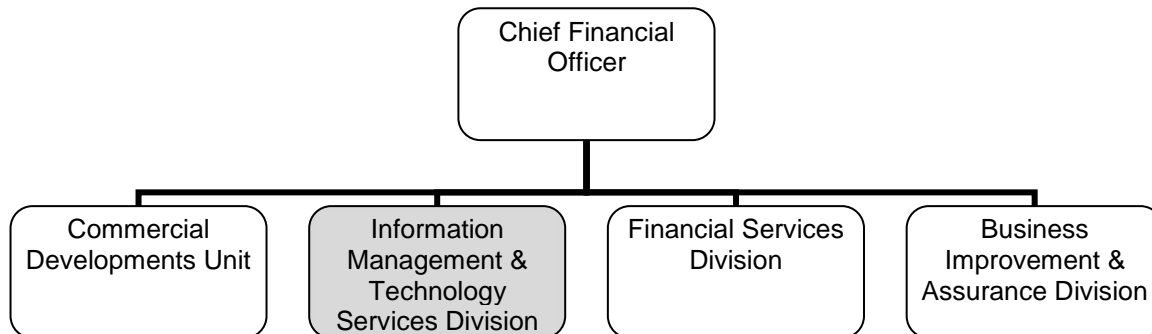
## Personal Attributes:

- Good influencing and negotiation skills;
- Ability to motivate and provide leadership and guidance to a team;
- Flexibility in working with both academic and professional services staff;
- Strong commercial and diplomatic nous;
- Able to manage conflict in a professional and consultative manner;
- Analytical, thorough and methodical;
- Balances innovation with reality/practicality;
- Customer and stakeholder focused.
- Resilient in face of sustained organisational change

## Special Job Requirements:

This role is responsible for UOW's continuing information management and technology services. This may require being on call or available at very short notice out of normal working hours. This also requires that IM&TS team members are aware of this requirement for availability.

## Organisational Chart:



## Approval:

Approved by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_