

TECHNOLOGY PARTNER
POSITION DESCRIPTION

Position Title:	Technology Partner	Position Number:	Faculty/Division: Services and Resources
Classification:	HE07	No. Direct Reports & Highest Classified Position: N/A	School/Branch: Technology Services
FTE: 1	Reports to: Manager - Client Delivery	Fixed <input checked="" type="checkbox"/> Continuing <input type="checkbox"/>	Discipline/Unit: Client Services
Position Summary:	<p>The Technology Services branch is a part of the University's Division of Services and Resources, which provides enabling services and resource capabilities to support the University's teaching and research objectives and activities. Technology Services is service oriented and customer focussed, providing services and support to the University of Adelaide community of over 25,000 students and 3500 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.</p> <p>Client Services within Technology Services is responsible for providing IT support services comprising service desk, onsite support, client delivery, client computing services and training services to staff and students at the University of Adelaide.</p> <p>The Technology Partner manages key relationships between technology services, clients and vendors and provides excellent communication to ensure customer satisfaction and manage expectations. The Technology Partner enhances the awareness and understanding of IT services and technology, and provides an avenue for support relating to all Technology across the University. This position also contributes to technology projects as required.</p>		
Position Characteristics:	Scope	<p>The Client Delivery team delivers high quality services to over 25,000 students, 3,500 staff, over 9,000 desktops and 350 plus teaching venues across the University.</p> <p>Working under limited direction, the Technology Partner provides consultancy services to the Technology Services clients by enhancing awareness and understanding of IT services and technology and pro-actively working to achieve IT solutions to clients business needs.</p>	
	Significant internal/external relationships	<ul style="list-style-type: none"> ▪ Technology Services Associate Director's and Managers ▪ University Staff, Students and Titleholders ▪ Major Vendors, Contractors and Consultants ▪ Project Managers 	
	Special conditions	<ul style="list-style-type: none"> ▪ As required, attend meetings and work outside of standard hours, ▪ May be required to participate in an on call roster ▪ Primary place of employment is North Terrance campus but can be required to work at all University campuses and facilities (including hospitals) where University staff and students reside Reasonable workplace adjustments will be made for people with a disability. ▪ Reasonable workplace adjustments will be made for people with a disability. 	
	Delegations	Nil	

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<p>Key Responsibilities and Outcomes</p> <p>Describe the key responsibilities and outcomes required for the role in the normal course of work</p>	1	Relationship Management.	<ul style="list-style-type: none"> ▪ Apply best practice customer service including courtesy, helpfulness and follow-through in all aspects of service requests, incident and problem management. ▪ Resolve and/or coordinate resolution of enquiries, requests or complaints by ensuring a professional, responsive, client focussed approach to address and support the IT needs of the University Community. ▪ Provide customers with regular updates on the progress of their requests and escalate matters as required. ▪ Follow all Technology Services and Client Services processes and procedures for work performed. ▪ Provide backup to other Technology Partners to ensure all areas are supported evenly during times of absence. ▪ Provide support and advice with regards to technology and technology initiatives across the University and its supported affiliates. ▪ Identify and communicate technical issues to technology users across the university as required. ▪ Provide a point of escalation for relevant portfolio. ▪ Act as the conduit for providing Technology solutions to relevant business areas in their portfolios.
	2	Facilitate Delivery of Technology Services.	<ul style="list-style-type: none"> ▪ Consult with staff and proactively identify Technology requirements and solutions for research and teaching areas. ▪ Identify and suggest new technology initiatives that may result in efficiencies in work practices, processes and increased quality improvements across the University. ▪ Liaise and work with all teams within Technology Services to provide appropriate and effective solutions to customer's requests. ▪ Keep the Technology Services technical teams informed of decisions and agreements being made with regards to support arrangements for requests ▪ Asses and facilitate any non-standard Technology requirements
	3	Accurate Documentation.	<ul style="list-style-type: none"> ▪ Provide documented solutions to resolved requests. ▪ Develop quality documentation suitable for client presentations and seminars. ▪ Draft and monitor service agreements in relation to the delivery of IT services. ▪ Develop project plans for small projects and monitor actions against milestones. ▪ Develop proposals to improve services provided by Technology Services.

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	4	Stakeholder Engagement.	<ul style="list-style-type: none"> Build and maintain strong relationships with business areas to ensure Technology Services are viewed as a partner to work with regarding Technology decisions. Develop and host presentations and attend key area meetings to facilitate stakeholder engagement and awareness. Deliver and present informative IT content on relevant subjects in multiple formats such as recorded, presented and written to portfolio stakeholders Research and maintain a schedule of forward thinking IT and Technology topics for presentations
	5	Project Coordination.	<ul style="list-style-type: none"> Participate in IT and Technology projects as a contact point between business stakeholders, vendors and internal resources. Assist with the transition of services and support mechanisms as part of project handover to aid in continuity for the business area. Provide an ongoing contact point to the business area for ongoing vendor support post project go-live.
Criteria	Capabilities and Behaviours	Achievement Drive	<ul style="list-style-type: none"> Deals with conflicting demands quickly and calmly. Delivers high quality output. Committed to meeting deadlines even with demanding timeframes. Negotiates and sets expectations for work commitments.
		Business Acumen	<ul style="list-style-type: none"> Gathers information from diverse sources to make informed business decisions.
		Communication	<ul style="list-style-type: none"> Adapts style and content of communication of ideas and information to match the audience. Is persuasive and confident in communicating ideas. Negotiates win-win outcomes by exploring different positions and building consensus.
		Continuous Learning	<ul style="list-style-type: none"> Develops and maintains personal and professional competence. Identifies possible solutions to solve an issue when raising it to the next level. Identifies personal development needs and pursues self-development through training and education. Turns mistakes into challenges and opportunities for learning. Undertakes regular review of work practices to identify areas for improvement.

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		<p>Flexibility and Adaptability</p>	<ul style="list-style-type: none"> ▪ Provides ideas for improvement and constructive input into change initiatives. ▪ Adapts to and manages the increasing rate of change and copes with ambiguity. ▪ Shows responsiveness to emerging issues. ▪ Welcomes ideas for improvements to structures, procedures and technologies. ▪ Challenges the status quo by looking for ways to enhance efficiency and effectiveness.
		<p>Relationship Building</p>	<ul style="list-style-type: none"> ▪ Focuses upon establishing and maintaining productive relationships with key internal groups to ensure collaborative work practices ▪ Develops a broad network of useful contacts both inside and outside the University ▪ Actively fosters two-way flow of ideas
		<p>Service Focus</p>	<ul style="list-style-type: none"> ▪ Takes personal responsibility to resolve enquiries, requests or complaints. ▪ Uses initiative in actively and promptly following up with clients to ensure satisfaction with the service. ▪ Seeks to understand clients operating environment and to understand their issues / problems ▪ Agrees expectations with client to ensure client understands service delivery timeframes.
		<p>Teamwork</p>	<ul style="list-style-type: none"> ▪ Provides appropriate information, support and encouragement to enable successful task completion. ▪ Actively participates in team meetings through sharing ideas and contributing to discussions. ▪ Sets strong example of being a team player ▪ Exercises tact, tolerance and humour to promote team harmony.
	<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> ▪ Significant experience in building and maintaining strong relationships with customers and vendors. ▪ Significant experience working with technology in an enterprise environment is required. ▪ Experience in providing expert advice on IT business requirements and solutions. ▪ Experience in project management and projects within ICT environments. ▪ Demonstrated commitment to a customer service culture. ▪ Strong proposal and business case development skills. ▪ Demonstrated ability to communicate clearly in verbal and written form and tailor to the relevant audience. 	
	<p>Qualifications</p>	<ul style="list-style-type: none"> ▪ IT related qualification and/or significant relevant experience 	

