

**CHANGE MANAGER  
POSITION DESCRIPTION**

<b>Position Title:</b>	Change Manager	<b>Position Number:</b>	<b>Faculty/Division:</b> Services & Resources
<b>Classification:</b>	HE08	<b>No. Direct Reports &amp; Highest Classified Position:</b> N/A	<b>School/Branch:</b> Technology Services
<b>FTE:</b> 1	<b>Reports to:</b> Associate Director, Infrastructure Services	<b>Fixed</b> <input checked="" type="checkbox"/> <b>Continuing</b> <input type="checkbox"/>	<b>Discipline/Unit:</b> Infrastructure Services
<b>Position Summary:</b>	<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>Infrastructure Services is responsible for the management of Storage services, management of both Microsoft Windows Server &amp; Red Hat Enterprise Linux Server solutions, including all supporting infrastructure lifecycle support for the University. Network Services is responsible for providing IT infrastructure services comprising Data and Voice network infrastructure and network and host security services.</p> <p>This position is responsible for developing and maintaining the Technology Services Change Management process, the transition of new projects and services from production into go-live status and ensuring adherence to the Universities change methodologies and governance requirements. This role liaises and works with a broad spectrum of key stakeholders, business partners, external vendors and contractors, providing advice on DR and Change processes and producing relevant documentation.</p> <p>The Change Manager is also responsible for developing toolsets for CMDB, implementing the processes into the ITSM framework including training or education documentation as required, identifying and managing key risks for the area, providing disaster recovery advice, and ensure processes are in place to limit the impact on services in the event of a major incident.</p>		
<b>Position Characteristics:</b>	<b>Scope</b>	<p>Working under broad direction, the Change Manager is responsible for developing and maintaining the Technology Services Change Management process.</p> <p>This role is primarily responsible for providing advice on DR and Change processes, CMDB and Information Management of Data Centre &amp; Communication Rooms.</p>	
	<b>Significant internal/external relationships</b>	<ul style="list-style-type: none"> <li>▪ Technology Services Associate Directors and Managers</li> <li>▪ Project Executive</li> <li>▪ Enterprise Architects</li> <li>▪ Key University stakeholders and business partners</li> <li>▪ University Staff and Student representatives</li> <li>▪ External vendors, customers, peers and the public as required</li> </ul>	

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	<b>Special conditions</b>		<ul style="list-style-type: none"> <li>▪ As required, attend meetings and work outside of standard hours as required.</li> <li>▪ Primary place of employment is North Terrace campus but may be required to work at all University campuses and facilities (including hospitals) where University staff and students reside.</li> <li>▪ Reasonable workplace adjustments will be made for people with a disability.</li> </ul>
	<b>Delegations</b>		Nil
<b>Key Responsibilities and Outcomes</b>	1	Develop and Lead Change Management Processes for Technology Services.	<ul style="list-style-type: none"> <li>▪ Develop and maintain the Technology Services Change Management Processes.</li> <li>▪ Develop required toolsets for change management that is necessary to implement the processes into the IT Service Management (ITSM) framework, including training or educational documentation as required.</li> <li>▪ Produce various reports (including CAB) for management to demonstrate compliance of processes.</li> <li>▪ Provide support and guidance to IT staff regarding process adoption and compliance through effective coaching and mentoring.</li> <li>▪ Ensure continuous improvement of services, processes and systems ensuring that standards of quality, timeliness and cost effectiveness are delivered.</li> <li>▪ Ensure change management governance and compliance processes are adhered to.</li> <li>▪ Apply quality assurance through the use of best practice and compliance with the University's Change Management Methodology framework, ensuring tools and templates are applied and used effectively.</li> <li>▪ Chair all CAB and ECAB meetings and table all Request for Changes (RFCs) for board meetings, issue agendas and circulate all requests for changes to CAB members in advance of meetings to allow prior consideration.</li> <li>▪ Liaise with all necessary parties to coordinate all changes, including testing and implementation, in accordance with schedules.</li> <li>▪ Update the change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality.</li> <li>▪ Analyse change records to determine any trends, close RFCs and produce regular management reports as required.</li> <li>▪ Co-ordination of all pre-major maintenance window activities to the point of agreement for schedule of activities.</li> <li>▪ Oversee all Major Maintenance Windows (MMW) during the year and engage alternate contacts if required.</li> </ul>

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	<p>2 Develop and Implement Configuration Management Database (CMDB).</p>	<ul style="list-style-type: none"> <li>▪ Develop required toolsets for CMDB necessary to implement the processes into the ITSM framework, including training or education documentation as required.</li> <li>▪ Define and document a Hardware Configuration Management process for technology services.</li> <li>▪ Deploy and manage an IT wide CMDB and define the roles and responsibilities.</li> <li>▪ Coordinate and record Technology Services IT assets and configurations Provide accurate information on configurations and their documentation to support all the other Service Management processes.</li> <li>▪ Verify the configuration records against the infrastructure and correct any exceptions.</li> </ul>
	<p>3 Coordinate DR &amp; BCP across Technology Services.</p>	<ul style="list-style-type: none"> <li>▪ Provide disaster recovery guidance, review plans regularly and ensure awareness of what is required in the event of a major incident.</li> <li>▪ Work with stakeholders to define recovery strategies and develop IT contingency plans and keep strategies up-to-date.</li> <li>▪ Ensure each team within Technology Services have their plans in place.</li> <li>▪ In conjunction with Technology Services Management, develop and enhance a Business Continuity Plan for Technology Services.</li> <li>▪ Contribute to the design and execution of the enterprise-wide disaster recovery and business continuity plan.</li> </ul>
	<p>4 Information Management of Data Centre &amp; Communication Rooms.</p>	<ul style="list-style-type: none"> <li>▪ Ensure all changes in Data Centres and Communications Rooms are captured within the CMDB toolset.</li> <li>▪ Work with key stakeholders to enforce data centre IT access controls, approvals and standards are in place and ensure regular reviews of access lists are conducted and approved..</li> <li>▪ Coordinate and record data centre space and floor allocation within a CMDB tool, including essential services capacity.</li> <li>▪ Produce regular and adhoc management reports as required.</li> </ul>
	<p>5 Relationship Management.</p>	<ul style="list-style-type: none"> <li>▪ Build and maintain strong relationships with internal and external stakeholders, project owners and identify areas for improvement.</li> <li>▪ Develop professional working relationships with University stakeholders, contributing positively to the team environment.</li> <li>▪ Establish strong and effective networks to support the goals of Technology Services.</li> <li>▪ Ensure stakeholders are kept well informed of progress and issues, and provide advice to stakeholders on all matters.</li> </ul>

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	6	Develop and maintain Personal and Professional skills.	<ul style="list-style-type: none"> <li>▪ Maintain knowledge of current and future trends in technology and of best practices in the delivery of IT services, especially pertaining to server and storage services.</li> <li>▪ Participate in development courses and seminars as appropriate.</li> </ul>
<b>Criteria</b>	<b>Capabilities and Behaviours</b>	Achievement Drive	<ul style="list-style-type: none"> <li>▪ Sets targets to achieve results.</li> <li>▪ Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.</li> <li>▪ Sets challenging and realistic goals and clear measures of success for themselves.</li> <li>▪ Identifies and handles impediments to achieving outcomes.</li> </ul>
		Flexibility and Adaptability	<ul style="list-style-type: none"> <li>▪ Shows responsiveness to emerging issues.</li> <li>▪ Welcomes ideas for improvements to structures, procedures and technologies.</li> <li>▪ Challenges the status quo by looking for ways to enhance efficiency and effectiveness.</li> <li>▪ Provides open leadership and effective communication during change.</li> <li>▪ Builds and supports team resilience in changing times.</li> </ul>
		Service Focus	<ul style="list-style-type: none"> <li>▪ Models high standards of service delivery to clients and stakeholders.</li> <li>▪ Develops strategic alliances with external groups to enhance the quality of service.</li> <li>▪ Is proactive in anticipating client needs where possible.</li> <li>▪ Manages operations with a continual focus on the impact of decisions and actions on clients.</li> <li>▪ Manages complex client relationships.</li> </ul>
		Teamwork	<ul style="list-style-type: none"> <li>▪ Sets strong example of being a team player.</li> <li>▪ Builds collaborative working relationships with internal and external stakeholders.</li> <li>▪ Creates an environment where team members have input into the discussion – does not dominate.</li> <li>▪ Involves all team members in planning and setting clear goals and standards.</li> </ul>

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		<p>Continuous Learning</p>	<ul style="list-style-type: none"> <li>• Recognises the validity of other viewpoints and is not fixed in his/her ideas.</li> <li>• Reflects on own work practices and participates in a wide range of learning opportunities.</li> <li>• Supports a learning organisation where individuals can learn and develop from successes and mistakes.</li> <li>• Celebrates initiative and innovation, communicating the benefit and financial impact for improvements</li> </ul>
		<p>Relationship Building</p>	<ul style="list-style-type: none"> <li>▪ Develops a broad network of useful contacts both inside and outside the University.</li> <li>▪ Actively fosters productive two-way flow of ideas.</li> <li>▪ Actively uses information gathered from relationships to contribute to the University strategy.</li> <li>▪ Establishes strong external networks to support University goals.</li> </ul>
	<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>▪ High level knowledge of the IT environment and the relationships/connections.</li> <li>▪ Demonstrated experience in change and process management.</li> <li>▪ Excellent current knowledge of ITSM and trends.</li> <li>▪ Demonstrated commitment to a customer service culture.</li> <li>▪ Demonstrated ability to manage operational planning including documentation, project deliverables.</li> <li>▪ Extensive knowledge of data processing, various hardware platforms, enterprise software applications, and outsourced systems.</li> <li>▪ Demonstrated strong organisational skills and multi-tasking capabilities, excellent written and spoken communication skills.</li> <li>▪ Experience in a higher education or large complex corporate environments (desirable)</li> </ul>	
	<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>▪ A relevant tertiary qualification in a computer science and/or related discipline at least Bachelor level is required and/or extensive relevant experience.</li> <li>▪ ITIL v3 Foundation certification is desirable.</li> </ul>	

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<b>Occupational Health, Safety and Welfare Requirements</b>	<ul style="list-style-type: none"> <li>▪ All Supervising staff are required to implement and maintain the University's OH&amp;S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.</li> </ul>	
<b>University Expectations</b>	<p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>▪ Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors;</li> <li>▪ Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions;</li> <li>▪ Perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>▪ Read, understand and comply with all University policies and procedures.</li> </ul>	
<b>Approvals:</b>  Head of School / Branch Manager	<b>Head of School / Branch Manager</b>  Name: Mark Gregory   Signature:   Date:	<b>Director Human Resources</b>  Name:   Signature:   Date:
<b>Acknowledgement of Incumbent</b>	I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:	