

Technical Lead P&C Domain

HEP Level 10

POSITION DETAILS

Position Number:	965971
Organisational Unit:	Digital and Campus Services
Position Report To:	Senior Manager, Enterprise Applications

OVERALL PURPOSE

The overall purpose of the Technical Lead is to provide technical leadership, direction, systems roadmap and expertise for services provided by the P&C Domain Team. This role will be responsible for ensuring the P&C Domain delivers services and projects that are cost effective, improve the overall end-user staff and student administrative experience to agreed service standards and that business stakeholders are engaged through an established governance framework. The Technical Lead (P&C Domain) will also manage prioritisation and operational planning, systems and platform roadmap and strategic alignment with the DCS division. Additionally, it will involve overseeing project delivery, managing internal and vendor relationships, driving service improvement initiatives within Digital and Campus Services.

ORGANISATIONAL CONTEXT AND RELATIONSHIPS

About Digital and Campus Services

Victoria University's Digital and Campus Services (DCS) portfolio Group is focused on high quality customer engagement with a service excellence and innovation mindset, implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric.

Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to study and work. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation.

This portfolio includes:

- ◆ Enabling Technology

- ◆ Office of the Chief Information Security Officer (CISO)
- ◆ Business Partnering and Governance
- ◆ Estate Management and Campus Security
- ◆ Campus Services
- ◆ AI Technology and Delivery

Within the University the position:

- ◆ Works closely with People, Experience and Services team's P&C Delivery Lead, P&C Systems Functional Lead and others in the P&C Business Domain team to ensure their requirements are delivered according to agreed prioritisation.
- ◆ Works closely with DCS PMO's Project Managers, Business Analysts and Architects regarding HCM system development and operational support.
- ◆ Collaborates with other Enterprise Applications' Domain Leads and Enabling Technology's Integration team to ensure operational standards and enterprise applications' governance are upheld.

Outside the University the position liaises with:

- ◆ Supports collaboration with peers across Victorian universities and engages with government agencies and third-party vendors who provide the HCM platform or help enhance the HCM platform.

LOCATION/CAMPUS

The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

The University is a Child Safe organisation. The incumbent in this role will be required to hold a current Working with Children Check (WWCC).

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide leadership and management of the P&C Technical team to achieve delivery and operational objectives of the Enterprise Applications and P&C teams.
- ◆ Provide leadership and technical advice on issues relating to the HCM platform and the P&C process dependence on technology platforms. This includes recommendations for action, roadmap for the HCM platform and the identification of risks with each technical decision.
- ◆ Develop relevant P&C system policy, procedural and protocol documents consistent with current University legislative and policy requirements and manage the implementation of them.

- ◆ Develop business case justifications and cost/benefit analyses for system spending and initiatives.
- ◆ Plan and manage the delivery of work related to P&C business process redesign, business and technology implementation, data migration and system decommissioning, ensuring full embedding of outcomes.
- ◆ Establishing strong relationships with internal and external clients to understand their ICT infrastructure needs with a focus on collaborative engagement and prioritisation of initiatives
- ◆ Manage vendor relationships in accordance with university procurement policies and documented Supplier Relationship Management frameworks.
- ◆ Lead, motivate and develop a team of technical delivery specialists including P&C Technical Specialist and Systems Officers.
- ◆ Within the Domain, identify and drive opportunities for automation, optimisation and rationalisation with a view to reduce the cost of ownership to the University and reduce the level of technical debt.

TYPICAL/MAJOR CHALLENGES

- ◆ Provide leadership and management of the P&C Technical Team ensuring the key objectives, projects, and services of the work area are delivered.
- ◆ Establish strong relationships with internal and external stakeholders to understand business needs and solutions and assist with prioritisation and alignment across the P&C domain via established governance channels.
- ◆ Define P&C Technical Team required skill sets and staffing capabilities involved in supporting the P&C and HCM Experience for all staff.
- ◆ Deployment of a reliable and cost-effective services that is aligned to best practices and cyber security guidelines.
- ◆ Work with existing Project Management Office and Enterprise Application, Enabling technology and wider DCS teams, plus relevant business units, to develop a transparent, sustainable and a viable framework and delivery of the HCM platform enhancements and projects agreed via established service operations model.
- ◆ This leadership role requires initiative, judgement and high-level expertise in the management and on-going delivery of the HCM applications that support the P&C team and all University staff. This is required to meet the operational requirements of the P&C Domain including an ability to deal with complex issues. Adherence to all standard internal and external operating policies, procedures, and performance indicators relevant to role and department.

LEVEL OF SUPERVISION

Operates under the broad direction Senior Manager, Enterprise Applications and will be required to manage other technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Extensive experience in managing business stakeholders and ability to define system roadmap, priorities, provide highly available services that support and improve the P&C team and staff experience for the University environment.
 - ◆ Experience in transitioning legacy systems and applications into modernised business solutions.
 - ◆ Detailed knowledge and ability to define services to meet key business objectives and building the required skills and staffing capabilities of a team.
 - ◆ Experience in ITIL and AGILE principles and delivery model.
 - ◆ Knowledge and understanding to maintain adequate resources to ensure compliance with statutory and University requirements including reporting on Quality, Risk, OHS and Key 4 Performance Indicators.
 - ◆ Knowledge and sound understanding of the University operations, governance, and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements.
 - ◆ Extensive experience in managing staff and projects in order to ensure effective and efficient delivery and development of services for the University.
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KEY SELECTION CRITERIA (KSC)

Essential:

1. Knowledge or training equivalent to proven expertise in the management of human and material resources; in addition to, in some areas postgraduate qualifications and other relevant experience.
2. Leadership experience in IT services and delivery or IT general management role managing the provision of IT services in a large, diverse and dynamic environment encompassing software platforms / applications used for P&C processes and outcomes.
3. Demonstrated ability to rapidly comprehend the function and capabilities of new workplace models for the delivery of complex project services, particularly information technology services, within a large and complex organisation.
4. Proven experience in the utilisation of technology and business scorecards and key performance indicators to support operational improvements and prioritisation. Demonstrated ability to perform against identified objectives/ key performance indicators.
5. Excellent communication (written and verbal) and interpersonal skills.
6. Demonstrated experience in developing and leading a high-performing team to deliver high-level support services and ensuring the ongoing capability and responsiveness of the team in a service oriented and rapidly changing environment.

7. Demonstrated ability to assess and prioritise competing demands to deliver high-quality projects and services within tight deadlines.
8. Proven management experience in the ability to plan operations, review policy and procedures to balance and satisfy competing urgent demands, to display initiative, to drive and deliver continuous improvement.
9. Strong customer focus with a clear understanding of the wider issues impacting the Tertiary Education sectors.
10. Demonstrated high-level communication, cross-cultural, negotiation and interpersonal skills to enable issues to be resolved with other staff, other service area of the University and external suppliers
11. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Postgraduate qualification or progress towards postgraduate qualifications relevant to the management of Information Technology.
2. Prior experience as a Technical Lead in a University setting.
3. Experience and up to date knowledge of best practice service delivery, such as that based on ITIL or Agile principles.

Pre-Employment Requirement

- Provision of evidence of a valid Working with Children Check
- Evidence of eligibility to work in Australia including evidence that any required immigration visas have been obtained
- All VU Employees must provide response to the University's Gender Base Violence Pre-screening Questionnaire

P&C Use Only:

Date Updated	00/00/0000	Date Classified	00/00/0000
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