

JOB DESCRIPTION

Head of Enterprise Digital Support

ROLE TITLE	Head Enterprise Digital Support
SECTION/DIVISION:	Enterprise Digital Support, Digital Division
REPORTS TO:	Chief Digital Officer
DIRECT REPORTS (FTE):	11 FTE
INDIRECT REPORTS (FTE):	66 FTE
PRIMARY PURPOSE OF THE ROLE:	<p>Provide strategic and operational leadership for the University's enterprise digital support services.</p> <p>Lead the development of future-ready success models, ensuring digital services are modern, resilient, secure, accessible, and aligned to the University's digital strategy.</p> <p>Shape and deliver a strategic roadmap for service capability uplift, ensuring the Digital Division's service portfolio meets the current and emerging needs of students, researchers, academics, and staff.</p>
ACCOUNTABILITIES:	<p>Customer service support, CSMG: Level 6 Influences the strategic direction and takes responsibility for the full range of customer service functions.</p> <p>Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Champions the service culture required to deliver organisational outcomes.</p> <p>Leads the development and implementation of organisational frameworks for complaints, service standards and operational agreements.</p> <p>Takes responsibility for business continuity and legal, regulatory and contractual compliance.</p> <p>Technology service management, ITMG: Level 6 Identifies and manages resources needed for budgeting, estimating, planning, developing and delivering a specified portfolio of technology services and systems.</p> <p>Engages with and influences stakeholders to ensure that services are developed and managed to meet agreed service levels, security requirements and other quality standards. Plans and manages the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of technology services.</p> <p>Aligns the contribution of specified systems and services to clearly stated organisational and financial goals and performance targets. Recommends options for sourcing - whether in-house, outsourced, or a combination. Monitors performance of delivery teams and takes corrective action where necessary and in line with policies.</p> <p>Problem management, PBMG: Level 5 Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.</p>

Ensures that such problems are fully documented within the relevant reporting systems.

Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures.

Analyses patterns and trends and improves problem management processes.

Incident management, USUP: Level 5

Develops, maintains and tests incident management procedures in agreement with service owners.

Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.

Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed.

Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement. Analyses metrics and reports on the performance of the incident management process.

Service level management, SLMO: Level 5

Ensures that service delivery meets agreed service levels.

Negotiates service level requirements and agreed service levels with customers.

Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.

Establishes and maintains operational methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.

Asset management, ASMG: Level 6

Sets the strategy for asset management across the organisation.

Communicates the policy, governance, scope, and roles involved in asset management.

Promotes awareness of and commitment to the role of asset management in the continuing economic and effective provision of services. Provides information and advice on complex asset management issues.

Initiates impact assessment arising from decisions to obtain, change or continue the possession or use of an asset, system or service.

Supplier management, SUPP: Level 5

Manages suppliers to meet key performance indicators and agreed targets.

Manages the operational relationships between suppliers and ensures potential disputes or conflicts are raised and resolved.

Performs benchmarking and makes use of supplier performance data to ensure that performance is adequately monitored and regularly reviewed. Use suppliers' expertise to support and inform development roadmaps.

Manages implementation of supplier service improvement actions. Identifies constraints and opportunities when negotiating or renegotiating contracts.

Performance management, PEMT: Level 6

Determines and delegates people management and functional management objectives and responsibilities.

Creates and sets the direction for multiple workgroups to achieve strategic organisational objectives. Sets strategy for quality and performance measurement in line with organisational goals.

Provides a work environment and resources that allow individuals and workgroups to perform their tasks efficiently.

Leads the implementation of formal organisational processes such as recruitment, reward, promotion and disciplinary procedures.

Stakeholder relationship management, RLMT: Level 6

Leads the development of comprehensive stakeholder management strategies and plans.

Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects. Acts as a single point of contact for senior stakeholders, facilitating relationships between them.

Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.

Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders.

KEY RELATIONSHIPS:

Internal

Executives and managers across the University
Digital Division teams
Academic Heads of Department/Schools
Staff
Advisory and operational support services
Procurement team
Campus Development
Events Management team
Property Services
Postgraduate Students.

External

Universities, Health New Zealand, Research Groups, Consultants, Suppliers, Vendors
Peers from tertiary institutions
Key participants in sectors that provide enterprise digital support services.

QUALIFICATIONS AND EXPERIENCE:

Essential

Tertiary level qualification or recognised qualification(s) appropriate to the role such as Information Technology, Management and/or Education.
Significant experience of providing Tier II IT support services in a medium sized or complex organisation.
Industry standard certifications or equivalent industry experience
Significant experience in managing large cross function teams delivering high-quality service outputs.
Considerable experience in addressing complex issues and demonstrated problem management.
IT Service Management certification (e.g. ITIL)
Proven project management and governance experience

Preferred

Tertiary sector experience supporting learning, teaching or research environments.
Formal project management experience.

	<p>Experience in asset management and hardware/software deployment.</p> <p>Experience working within a Service Management framework e.g. applying ITIL processes.</p> <p>Experience in leading and advocating the use of Te Reo, tikanga and mātauranga Māori in the workplace.</p> <p>Demonstrated practice in advocating, supporting and leading approaches that promote equity and prioritise the needs of priority groups.</p>
TECHNICAL SKILLS AND KNOWLEDGE:	<p>In depth knowledge of Microsoft, Apple and Linux applications and providing IT support within a Microsoft Windows/Apple/Linux desktop and server environment.</p> <p>In depth knowledge of computer hardware and associated peripherals.</p> <p>Knowledge of networking and media production systems.</p> <p>In depth understanding of pedagogical issues in relations to the development of teaching environments and ICT use in education.</p> <p>In depth knowledge of audio and visual conference and other digital communication systems.</p> <p>Knowledge of scientific laboratories environments including their development, management, health & safety requirements and support.</p>
SPECIAL REQUIREMENTS:	<p>After hours or on - call work may be required on occasion. May be required to perform duties at different workplaces or locations across the Campus. Provide service and support to the University of Otago satellite campuses as and when required.</p> <p>At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.</p>
DIRECT BUDGET ACCOUNTABILITY:	<p>Operating budget of circa \$38 million per annum</p>
MĀORI STRATEGIC FRAMEWORK:	<p>Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.</p>
PACIFIC STRATEGIC FRAMEWORK:	<p>Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.</p>
HEALTH AND SAFETY:	<p>Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.</p>
SUSTAINABILITY:	<p>Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.</p>

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Head of Enterprise Digital Support

Role Type: Management

SFIA Levels of responsibility

Autonomy	6	Influence	6	Complexity	6	Business Skills	6	Knowledge	6
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SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Relationships and engagement	Stakeholder management	Customer service support	CSMG							
Delivery and operation	Technology management	Technology service management	ITMG							
Delivery and operation	Service management	Problem management	PBMG							
Delivery and operation	Service management	Incident management	USUP							
Delivery and operation	Service management	Service level management	SLMO							
Delivery and operation	Service management	Asset management	ASMG							
Relationships and engagement	Stakeholder management	Supplier management	SUPP							
People and skills	People management	Performance management	PEMT							
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT							

<https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility>

<https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance>