

JOB DESCRIPTION

Group Leader Enterprise Digital Support

ROLE TITLE	Group Leader Enterprise Digital Support
SECTION/DIVISION:	Enterprise Digital Support, Digital Division
REPORTS TO:	Head of Enterprise Digital Support
DIRECT REPORTS (FTE):	Up to 11 FTE
INDIRECT REPORTS (FTE):	Up to 7 FTE
PRIMARY PURPOSE OF THE ROLE:	<p>Lead the Digital Support Specialists and Team Leaders to deliver high-quality digital services across a diverse portfolio of customers. Take responsibility for the day-to-day management and development of the team, ensuring incidents, service requests, and problems are resolved efficiently and consistently, in line with agreed service levels and standards.</p> <p>Build and maintain strong relationships with internal stakeholders, acting as the key point of contact for service delivery across the portfolio. Ensure services meet performance expectations and customer needs through active monitoring, consultation, and a commitment to continuous improvement.</p> <p>Contribute to continuity planning and testing, and drive service quality through collaboration, policy development, process enhancement, and vendor management.</p> <p>Play a critical role in strengthening the capability and resilience of enterprise digital services.</p>
ACCOUNTABILITIES:	<p>Customer service support, CSMG: Level 5 Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels.</p> <p>Specifies, agrees and applies standards. Ensures that service delivery is tracked and monitored, metrics and reports are analysed, and issues are resolved.</p> <p>Drafts and maintains policy, standards and procedures for the customer service or service desk functions.</p> <p>Ensures that the catalogue of services that can be requested and that are supported is complete and up-to-date.</p> <p>Consultancy, CNSL: Level 5 Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.</p> <p>Identifies, evaluates and recommends options.</p> <p>Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required.</p> <p>Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.</p>

Technology service management, ITMG: Level 5

Takes responsibility for managing the design, procurement, installation, upgrading, operation, control, maintenance and effective use of specific technology services.

Leads the delivery of services, ensuring that agreed service levels, security requirements and other quality standards are met. Ensures adherence to relevant policies and procedures.

Ensures that processes and practices are aligned across teams and providers to operate effectively and efficiently.

Monitors the performance of technology services. Provides appropriate status and other reports to managers and senior users.

Stakeholder relationship management, RLMT: Level 5

Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables.

Facilitates open communication and discussion between stakeholders.

Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding.

Facilitates business decision-making processes. Captures and disseminates technical and business information.

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.

Problem management, PBMG: Level 5

Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services.

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.

Continuity management, COPL: Level 4

Contributes to the development of continuity management plans.

Identifies information and communication systems that support critical business processes.

Coordinates the business impact analysis and the assessment of risks.

Coordinates the planning, designing, and testing of contingency plans

Organisational capability development, OCDV: Level 5

Contributes to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes.

Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation.

Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses. Selects and prioritises improvement opportunities, generates buy-in and plans improvement activities justified by measurable organisational benefits.

Offers support, guidance, advice and suggestions to help continual improvement activities.

Performance management, PEMT: Level 5

Forms, maintains and leads workgroups and individuals to achieve organisational objectives.

Determines and delegates objectives and task responsibilities to individuals or teams - including people management responsibilities as appropriate. Sets the quality, performance and capability targets in line with organisational goals. Monitors performance and working relationships and provides effective feedback to address individual issues.

Encourages individual development of skills and capabilities in line with team and personal goals. Facilitates the development of individuals by adjusting workload, targets, and team capacity.

Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

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 bench-marking 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.

KEY RELATIONSHIPS:

Internal

Digital Division colleagues and senior leaders
Academic and professional staff across the University
Project and change management teams
Enterprise applications and service owners

External

IT vendors and service providers
Hardware and software support contractors
Sector peers and professional networks
External auditors and compliance consultants (as required)

QUALIFICATIONS AND EXPERIENCE:

Essential

Tertiary level qualification in a relevant discipline, or recognised qualification(s) appropriate to the role.
Considerable experience in leading and developing high-performing technical teams in a complex enterprise environment.
Demonstrated experience managing the delivery of IT services, including incident, problem, and request management.
Experience engaging with stakeholders to understand requirements and deliver responsive digital support services.
Strong analytical and reporting skills, including experience monitoring performance and identifying opportunities for service improvement.
Experience coordinating or contributing to business continuity or disaster recovery planning.

Preferred

Experience working in a higher education or similarly complex, service-oriented environment.
ITIL certification or knowledge of ITIL-based service management frameworks.
Experience in supplier/vendor management, including contract compliance and service performance.
Experience with enterprise-level ITSM tools (e.g. ServiceNow, Cherwell, etc.).
Familiarity with digital transformation initiatives or change management in large organisations.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Strong knowledge of IT service management practices and frameworks, including incident, problem, and request fulfilment processes.
Proven ability to use and interpret service performance metrics to drive operational improvements.
Demonstrated understanding of enterprise IT environments, systems, and services, including desktop support, applications, and infrastructure.
Proficiency in stakeholder relationship management, including communication, consultation, and issue resolution.
Understanding of service continuity and disaster recovery principles.
Familiarity with asset management practices across the lifecycle of digital services.

Preferred

Knowledge of ITIL framework, with formal certification desirable.
Experience with IT service management platforms.
Working knowledge of supplier management and contract compliance in a digital services context.
Understanding of organisational capability development, including skills and performance management in IT teams.
Awareness of current and emerging technologies relevant to enterprise digital support services.

SPECIAL REQUIREMENTS:

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.

DIRECT BUDGET ACCOUNTABILITY:

Nil

MĀORI STRATEGIC FRAMEWORK:

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.

PACIFIC STRATEGIC FRAMEWORK:

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.

HEALTH AND SAFETY:

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.

SUSTAINABILITY:

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.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Group Leader Enterprise Digital Support

Role Type: Group Leader

SFIA Levels of responsibility

Autonomy	5	Influence	5	Complexity	5	Business Skills	6	Knowledge	5
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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							
Strategy and architecture	Advice and guidance	Consultancy	CNSL							
Delivery and operation	Technology management	Technology service management	ITMG							
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT							
Delivery and operation	Service management	Incident management	USUP							
Delivery and operation	Service management	Problem management	PBMG							
Strategy and architecture	Strategy and planning	Continuity management	COPL							
Change and transformation	Change planning	Organisational capability development	OCDV							
People and skills	People management	Performance management	PEMT							
Relationships and engagement	Stakeholder management	Supplier management	SUPP							

<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>