



POSITION DESCRIPTION

Position Title:	Endpoint Systems and Support Manager
Cluster / Business Unit / Division	Information Technology
Section or Unit:	Endpoint Systems and Support
Job Family:	ICT & Digital Solutions
Classification:	Band 8
Position Description Number:	PD-2194
Work Contract Type:	Management
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The Endpoint Systems and Support Manager is responsible for managing:

- The provision of first and second level IT support services through the IT Service Desk team
- The system engineering, ongoing asset management and provision of second and third level IT support through the end point systems team.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Information Technology is dedicated to operating, enhancing and maintaining ANSTO's Information and Operational Technology to ensure safe, secure and sustainable digital services. IT is made up of several specialised teams including Cyber Security and Operational Technology, Development and Analytics, Endpoint Systems and Support, SAP Systems, and IT Capital Portfolio.

The Endpoint Systems and Support group is comprised of multidisciplinary specialists managing the first level IT Service Desk, specialised applications and systems support, end-user support, management of endpoint systems and standard operating environment strategy and asset management.

The Endpoint Systems and Support Manager is part of the IT Leadership Team and may be required to provide backup to the Chief Information and Digital Officer on occasion.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Manage IT operational plans, work procedures and team efforts in workplace computing, end user support and service desk operations
- Develop Standard Operating Procedures (SOP's) for IT services in workplace computing, end user support and service desk operations, access provisioning and asset management.
- Supervise IT services team to support and maintain company IT Workplace computing and end user support services and for new releases and deployments.
- Interact with business team to understand service requirements and communicate the same to team members.
- Mentor and direct team members for timely completion of assigned activities.

- Oversee upgrades, modifications and deployments and conduct risk assessment
- Perform root cause and incident analysis of problems and develop resolution plans.
- Purchasing of equipment, management of hardware/software issues and warranty requests
- Manage performance KPIs across core services.
- Actively manage support queues in ASM within agreed service levels
- Maintain high rates of stakeholder satisfaction, ensuring consistent communications and expectation management.
- Define and maintain a continuous improvement philosophy which support both technology and business strategy, driving simplicity and efficiency
- Delivering an exceptional customer experience
- Coach and develop the team to create a high performance, engaged, customer-centric team culture

Decision Making

- The Endpoint Systems and Support Manager is a key role within the Information Technology senior leadership team.
- The position works within the broadly defined outcomes of the IT division and within a framework of legislation, policies, professional standards and resource parameters. Within this framework the role has considerable independence in determining how to achieve objectives, including deciding on methods and approaches, business and project planning, and allocation of resources.
- The ANSTO values and organisation Corporate Plan, Business Plan and Excellence programs provide the context for the position.
- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to the Chief Information and Digital Officer and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- The Endpoint Systems and Support Manager determines key work priorities within the context of agreed work plans and will consult with the Chief Information and Digital Officer on the more complex, sensitive and political issues that have a significant impact on the organisation's functions.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

The major challenges for this position include:

- Ensuring ANSTO IT's portfolio of IT Services are clearly defined and changes are appropriately managed and communicated.
- Embedding ITIL processes and methodology throughout Information Technology
- Driving standardisation strategy across all of ANSTO endpoint and client computing
- Integrating Service Desk across all of ANSTO
- Ensuring Service Level Agreements are clearly defined, measurable, accurately reflect specific requirements and cover all aspects of IT service support and service delivery.
- Developing a culture of self-service across ANSTO with service excellence to support ANSTO's strategic goals.
- Ensuring complex system engineering, asset management and cyber security requirements are maintained across ANSTO's fleet of endpoint devices.

KEY RELATIONSHIPS

Who	Purpose
Internal	
Executive	<ul style="list-style-type: none"> • Receive guidance and direction • Provide specialist, authoritative and evidence-based advice • Articulate to senior and executive management potential and real risks and opportunities
Chief Information and Digital Officer	<ul style="list-style-type: none"> • Receive guidance and direction • Provide expert, authoritative and evidence based advice as it relates to IT Infrastructure and Communications • Negotiate and report on budgets and resources consistent with strategic plans and goals • Recommend and gain endorsement for improvement or development plans and goals and other initiatives
Work area team members	<ul style="list-style-type: none"> • Provide expert advice and analysis on a full range of matters • Contribute to executive decision making processes, strategic planning and goals • Effect in a collaborative manner best practice performance • Negotiate and resolve conflicts
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Set performance requirements and manage performance and facilitate their ongoing professional development • Engage to monitor trends, performance and progress against the strategic and business plans and evaluate further support which may be required to ensure delivery against the plans

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Chief Information & Digital Officer
Direct Reports	5
Indirect Reports	10

Financial Data (2021/2022)	
Revenue / Grants	
Operating Budget	~\$1M
Staffing Budget Approx.	\$1-2M
Capital Budget	
Assets	~\$2M

Special / Physical Requirements	
Location:	Lucas Heights / Clayton Working in different areas of designated site/campus as needed
Travel:	Required travel to ANSTO sites
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	Negative Vetting 1

Workplace Health & Safety

Specific role/s as specified in AP- All Workers

2362 of the ANSTO WHS

Managers / Leaders / Supervisors

Management System

Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On File

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in information technology, computer science or other relevant discipline
2. Extensive experience across IT support, desktop support, leadership and projects
3. ITIL Certification and/or experience in practical application of ITIL processes for effective IT Service Management
4. Direct demonstrable experience implementing process improvements in IT Service Desk and Support operations and leading a team.
5. Possess a blend of business and technically savvy; have a big-picture vision as well as the drive and attention to detail that transforms strategy into action.
6. Experience supporting Workplace Computing, first to third level support and access provisioning.
7. Budget management experience, including cost analysis and business case development
8. Highly developed leadership, governance and risk management skills and experience
9. Experience in managing internal and external stakeholders on complex matters
10. Ability to work independently across support and project tasks
11. Knowledge of security concepts and best practices
12. Experience in executive technology decisions making, including managing diverse teams of end point computing specialists, budgets and making investments to align the company with the vision for end user computing.
13. Track record of being creative and innovative, developing effective solutions and the ability to manage related risks.
14. Extensive experience in leading and implementing continuous improvement of business systems.
15. Ability to build and maintain productive working relationships and the ability to influence and motivate others both technical and non-technical.
16. Ability to work in a matrix structure

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Marianne Morton	Name:	Marianne Morton
Title:	Chief Information & Digital Officer	Title:	Chief Information & Digital Officer
Signature:		Signature:	
Date:		Date:	