

POSITION DESCRIPTION

Position Title:	SAP CMMS Coordinator
Cluster / Business Unit / Division	ANSTO Maintenance and Engineering
Section or Unit:	Site(s) Maintenance and Transformation
Classification:	Band 6
Position Description Number:	2115
Work Contract Type:	Professional
STEM/Non-STEM	Non-STEM

POSITION PURPOSE:

The SAP Computerised Maintenance Management System (CMMS) Coordinator acts as the business process expert providing process, data and systems leadership across site(s) to develop and maintain capability within ANSTO's Asset Management and Maintenance Management frameworks. With a specific focus on SAP-Enterprise Asset Management-Plant Maintenance (EAM-PM) provides subject matter expertise and governance and develops system user capability through training, assessment and support. The position will drive standardisation and improvements to EAM-PM (and peripheral SAP modules) business processes and acts as an advisory to Senior Management, Executives and SAP functional specialists, on all EAM-PM related matters.

ORGANISATIONAL ENVIRONMENT:

ANSTO is the national organisation for nuclear science and technology. We focus on undertaking leading edge research, delivering innovative scientific services and providing specialised advice to government, industry, academia and other research organisations.

ANSTO's Maintenance and Engineering group (AME) is dedicated to enhancing and maintaining ANSTO's facilities and environs for operational reliability while providing a range of customer services to support ANSTO's research, business activities and projects at the Lucas Heights Science & Technology Centre, the National Medical Cyclotron at Camperdown, and the Synchrotron in Melbourne.

There are 5 x main business units within the broader AME group:-

- Engineering Capital Programs and Delivery,
- Facilities Contracts Planning and Delivery,
- Active Maintenance support,
- Development Workshop and
- Site(s) Maintenance and Transformation.

The role sits within the latter who plan and conduct plant maintenance, manage and implement plant modification projects, and maintain engineering documentation so as to optimise the reliability and availability of production and associated systems, ensuring ongoing compliance with safety, regulatory and statutory requirements.

ACCOUNTABILITIES & RESPONSIBILITIES:

Key Accountabilities

The key accountabilities for this position include:

- Provide site(s)-wide subject matter expertise (SME) and leadership to openly promote and ensure "Best Practice" use of standard functionality and the establishment of a fully integrated SAP CMMS framework and associated data structures conducive with an efficient and effective maintenance system.

- Working with 'Super Users' and the SAP CMMS team, develop, maintain and provide support to a governance framework to ensure the integrity of EAM-PM master and transactional data, and initiate and manage data cleansing and migration / auditing / reporting programs to monitor and streamline activities and identify continuous improvement opportunities.
- Applying extensive experience in engineering and maintenance techniques, take a leadership role in establishing and maintaining a site(s)-wide Asset Management / Plant Maintenance - Community of Practice (COP) comprising of the SAP CMMS team, divisional 'Super' and other system users and Managers to drive continuous improvement by encouraging the sharing of knowledge and experiences within and across Divisions/Institutes.
- Analyse business requirements while designing and recommending enhancements to the SAP landscape. Perform all high level business system administration functions and oversee the accurate and comprehensive management of EAM-PM related Master Data tables within the SAP CMMS.
- Oversee the on-boarding of new Clients/users into the SAP CMMS including the establishment of system structure elements, typically Maintenance Plants, Planner Groups, Work Centres and providing support in the development of supporting material including maintenance strategies.
- Identify and initiate system and process improvements projects through business case development and triage all third party SAP-PM related configuration "Change Requests" prior to implementation. Design and manage all User Acceptance (UAT) / Regression testing, as part of the BAU, monthly releases and projects.
- As a member of the demand management process contribute to both strategic and operational business planning including the development of KPI's and SLA's. Assist in tracking, reporting and analysis of performance against agreed KPI's and SLA's including producing reports and data mining from the SAP CMMS. Assist other system users during times of Regulatory/Statutory audits to ensure all relevant features of the system are showcased.
- Ensure appropriate authorisations and system profiles are allocated to business roles, identify end-user training requirements, develop training material and facilitate training using best practice training methods.
- Act as a point of contact / escalation for "Super" and end users, to assist with their systems related operations.
- Provide interface support between AME-PM and peripheral SAP modules, typically in materials, spare parts and rotables management with SAP-MM, work centre management with SAP-HCM and cost object management with SAP-FI/CO and general automation and mobility.
- Represent EAM-PM interests in all BAU and project related steering committees and any other peripheral SAP module amendment / enhancement initiatives, as well as non-SAP interfaces /products that affect AME's day to day operations and interests. This includes participation in the selection of IT solutions.
- Provide the interface function between the business and SAP / business process contractors and consultants ensuring that all contractor management protocols are followed.
- Independently undertake duties competently without direct supervision while ensure all work and support services are completed within the nominated timeframes and comply with the quality and environmental frameworks, safety procedures and standards, regulatory and security requirements, and relevant Business Management Systems (BMS's); Review and identify opportunities to improve relevant BMS's;

Decision Making:

- This position works within the broadly defined framework of AME and acts as part of the Asset Manager Support and Service Provider functions and acts in both a tactical and operational manner as well as strategic.
- The position is responsible for providing effective leadership to the Super Users' team across ANSTO, oversees master data compliance and governance process through the initiation and assessment of quality audits.

- The position influences senior ANSTO managers and Executives on prioritization of improvement activities and the roadmap for Operational Management processes. In doing so the role assists in making strategic, tactical, operational, resource allocation decisions in line with the ANSTO delegation manual. Further, determines key work priorities within the context of agreed work plans and consults with the Production, Maintenance and Engineering teams on the more complex and sensitive issues that have a significant impact on the organisation's functions.
- The position works within a framework of national and state legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, maintenance planning, scheduling and allocation of contracted resources.
- The position is fully accountable for the accuracy, integrity and quality of SAP CMMS master data, 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.
- Acts as the delegate for the business process owner, where required.
- Represent ANSTO, EAM community in external forums such as SAUG (SAP Australia User Group). Bring back 360 degree, holistic, process and technical view points from the external world, into ANSTO.
- 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:

- Improving the perception of SAP in the workplace - Acting as a "Change Agent", encouraging users and Management to challenge current processes while advocating for SAP to become the business process and single source of truth. Providing governance over the end to end business processes and Standard Operating Processes (SOPs).
- Supporting the varying levels of maturity and data quality across the business.
- Identify Business process requirements and assess training needs.
- Dealing with multiple areas and clients simultaneously to ensure work is distributed and understood in order for completion in a suitable time frame. Participate in the monthly Demand & Supply Planning meetings with IT, to prioritise the business requirements, and address issues and bottlenecks, if any
- Maintaining up to date process documentation in an ever changing environment.
- Working in a strict regulatory environment on critical safety systems and plant.
- Developing and maintaining up-to-date knowledge of the latest developments and best practice for maintenance routines and of daily Work Order generation and processing functions all in an a heavily regulated environment.
- Maintaining a strong focus on both internal and external customers including; Production, Maintenance Services, Engineering Procurement, H.R. & Finance, Stores, and Support Workshops. External communications include contact with contractors, service providers, sales representatives, vendors and consultants for daily work schedules and material suppliers to procure products and obtain technical advice.
- Gaining user buy-in from team members who may have competing priorities
- Coordination across ANSTO in regards to relevant business processes as different ingrained methodologies exist for the same processes across different divisions and negotiating and coordinating a common process will be a challenge
- Complexity of the data integrity and migration due to ongoing organisational restructures
- Dealing with ambiguity and a rapidly changing business environment

- Providing valuable and pragmatic inputs to the business process owners, i.e. gaining credibility among users.
- Dealing with a broad range of stakeholders with varying levels of technical understanding.
- Managing customer functional structures and data across multiple divisions within ANSTO.
- Configuring complex software packages to effectively manage ANSTO maintenance.
- Keeping abreast of software and technological changes given the amount, rate and scope of change.

KEY RELATIONSHIPS:

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none"> • Reporting to Manager, Site(s) Maintenance and Transformation providing expert, authoritative and evidence based advice • Recommend and gain endorsement for business and process improvements • Undertake additional duties as required and during periods of leave of other staff.
Work area team members	<ul style="list-style-type: none"> • SAP CMMS Support Officer • SAP CMMS Senior Support Officer • RCM Leader • Manager, Contracts, Planning and Delivery • Active Maintenance and Support • ANSTO-wide Project, Process and Maintenance Planners • Contributing to group decision making processes, collaborate and share accountability.
Communities of Practice (includes Senior ANSTO Managers, ANSTO Executive/s and Super Users)	<ul style="list-style-type: none"> • Providing expert, authoritative and evidence based advice • Accountability in the delivery of a value added manufacturing and planning management function • Assist in developing the Enterprise Solutions roadmap (EAM-PM specific) that underpins and is in alignment with business and divisional objectives. • Report on data compliance and governance consistent with approved goals and plans • Recommend prioritisation for system driven improvements in order to achieve business outcomes • Contribute to executive decision making processes for process improvements based on system changes
Manufacturing and Planning across ANSTO	<ul style="list-style-type: none"> • Support Manufacturing and Planning personnel across ANSTO and facilitate system knowledge in coordination with SCM and Super Users
IT group	<ul style="list-style-type: none"> • Ensure agreed processes are adhered to within defined service levels, proactively share knowledge and participate readily in continual service improvement
Super Users and End Users	<ul style="list-style-type: none"> • Provide leadership, guidance and support to a team of cross divisional “Super Users” to ensure superior support and optimal system performance • Monitor data and transactional performance requirements and manage performance and development • Engage to monitor trends, performance and progress against the strategic plan and evaluate further support which may be required to ensure delivery against the business plan

Direct Reports	<ul style="list-style-type: none"> • Nil
Other departments	<ul style="list-style-type: none"> • Procurement, H.R and Finance • Logistics and Warehouse (Stores) Manager • Divisional Operations Teams • SAP CMMS Administration • Engineering and Technical support teams • Development Workshop Manager
External	
Title, group, committee, industry or business	<ul style="list-style-type: none"> • Contractors and Service Providers • Sales Representatives and Vendors • Consultants
Auditors & Regulatory bodies	<ul style="list-style-type: none"> • Participate and represent in system audits
Vendors/service providers	<ul style="list-style-type: none"> • Market Research and options analysis, getting experts to attend communities of practice to share industry best practices
Governmental Departments/Agencies	<ul style="list-style-type: none"> • Collaborating for best practices and exchange of business practices and knowledge.
Title, group, committee, industry or business	<ul style="list-style-type: none"> • Industry Groups

POSITION DIMENSIONS:

Staff Data	
Reporting Line	The SAP CMMS Coordinator reports to the Manager, Site(s) Maintenance and Transformation. The position works with and guides SAP CMMS support staff and key users across the organisation.
Direct Reports	Nil. The position has no direct reports, however influences and guides a number of Senior Managers and Executives and will be responsible for co-ordinating a stakeholder group of up to 25 x Super Users/Data Services across site(s).
Indirect Reports	Senior SAP CMMS Officer, SAP CMMS Officer, key users of SAP CMMS, site(s)-wide

Financial Data	
Revenue / Grants	Nil
Operating Budget	<\$100,000
Staffing Budget	Nil
Capital Budget	Nil
Assets	Nil

Special / Physical Requirements	
Location:	Primarily based at Lucas Heights however there may be a requirement to work at other ANSTO facilities, i.e. Camperdown / Clayton (Vic). Working in different areas of designated site(s)/campus as needed
Travel:	May be required travel to all ANSTO site(s) from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site(s), extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements

Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements
-------------------------	---

Workplace Health & Safety

Specific role/s as specified in <u>AG-2362</u> of the ANSTO WHS Management System	All Workers On occasion supervise contractors and consultants to ensure compliance with ANSTO WHS & Security procedures including appropriate induction training, supervision and documentation completion. Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
---	---

ORGANISATIONAL CHART:

See attached / Available on the ANSTO Intranet

KNOWLEDGE, SKILLS AND EXPERIENCE:

1. Diploma or Degree in a relevant discipline and/or equivalent experience,
2. Significant experience in business and systems analysis including effectively gathering user requirements,
3. Extensive hands-on experience in the use of various CMMS's,
4. Formal SAP qualifications and extensive SAP implementation, operational and configuration experience, (in particular - EAM-PM as well as peripheral modules including MM),
5. Sound knowledge of best practice Asset Management principles,
6. Sound knowledge and experience in SAP Master Data management and governance techniques,
7. Demonstrated experience of using peripheral modules within SAP, i.e. MM, SCM, FICO and HCM
8. Demonstrated experience and understanding of CMMS Management processes typically fundamental functions within EAM-PM, i.e. Field Operative, Supervisory, Planning, and CMMS-MD,
9. Demonstrated ability to promote an environment of continuous improvement, a.k.a. a "Change Agent",
10. Ability to make risk based independent decisions with regard to business process and technical issues,
11. A working knowledge of training software programs such as uPerform,
12. Demonstrated people management skills including coaching, training and mentoring,
13. Demonstrated ability to communicate clearly and effectively with people of various levels of technical understanding within and outside of ANSTO,
14. Ability to think strategically, influence and negotiate,
15. Strong customer service focus,
16. Working knowledge of Australian Standards, quality and safety procedures and other statutory requirements,
17. Demonstrated experience successfully managing customers, contractors and suppliers,
18. Ability and willingness to work in a team with focus on sharing of information and experience amongst team members,
19. Leadership skills including ability to develop desired cultures of safety, quality and environment.

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:	Warren Steele	Name:	Mark Moore
Title:	Manager, Site(s) Maintenance and Transformation	Title:	General Manager of Maintenance Services
Signature:		Signature:	
Date:	01/09/2020	Date:	