



## POSITION DESCRIPTION

<b>Position Title:</b>	IT Support - Service Delivery Lead
<b>Cluster / Business Unit / Division</b>	Endpoint Systems & Support Services
<b>Section or Unit:</b>	IT & Digital Solutions
<b>Classification:</b>	Band 5
<b>Position Description Number:</b>	PD-2251
<b>Job Family:</b>	ICT & Digital Solutions
<b>Work Contract Type:</b>	Professional
<b>STEMM/NON-STEMM:</b>	NON-STEMM

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### POSITION PURPOSE

The IT Support - Service Delivery Lead is responsible for managing the provision and technical operation of first level IT support services through the IT Service desk team. The position has ownership of IT Problem Management, Incident, Request, Change and Escalation processes in IT.

The position also has ownership of Major Incident Management, ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.

### 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 IT Support – Service Delivery Lead is part of the Endpoint Systems and Support Team and may be required to provide backup to the Endpoint Systems and Support manager on occasion.

### ACCOUNTABILITIES & RESPONSIBILITIES

#### Key Accountabilities

The Key accountabilities for this position include:

- Manage the IT Service Desk team providing regular feedback and coaching ensuring productivity and team engagement
- Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required

- Ownership of major incidents ensuring coordination of resolving parties, effective communication to stakeholders and post incident review
- Provide strategic direction for the service desk function through critical analysis with a particular focus on further developing Information Technology Infrastructure Library (ITIL) practices, capacity/capability planning, and customer satisfaction
- Champion IT service desk in projects and developing a strong understanding of projects impacting the service area and ensuring service impact is minimized and agreed
- Preparation of regular and agreed performance reports as well as ad-hoc reporting as needed from IT leadership
- Manage the service desk function with KPI's that align with divisional objectives; coach staff based on KPI & development plans to meet business, operational and strategic management needs
- Regularly conduct service reviews and quality assurance to determine satisfaction levels with the services offered by the Service Desk Team
- Developing and maintaining consistent documented processes to support the business using ITIL methodologies. Ensuring all process, support, controlled documents, knowledge repositories and business service records are kept current in line with business changes.
- Undertake additional duties as required and during period of leave of other staff.

### **Decision Making**

- The position is fully accountable for the accuracy, integrity, and quality of the content of advice provided to the Endpoint Systems and Support Manager 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 position determines key work priorities within the context of agreed work plans and will consult with the Endpoint Systems and Support Manager on the more complex, sensitive, and political issues that have a significant impact on the team's functions.
- 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 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) 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**

- Ensuring ANSTO IT's portfolio of IT Services are clearly defined, and changes are appropriately managed and communicated.
- Embedding ITIL processes and methodology throughout IT Service desk processes
- Ensuring that a well-documented, highly available and reliable pro-active Service Desk support and service is always in place, reflecting the needs and key objectives of ANSTO IT.
- Ensuring Service Level Agreements are clearly defined, measurable, accurately reflect specific requirements and cover all aspects of IT service support and service delivery.
- Leading the customer interactions with technology and developing rapport and relationships with business units.

### **KEY RELATIONSHIPS**

Who	Purpose
<b>Internal</b>	
Manager/Executive	<ul style="list-style-type: none"> <li>• Receive guidance and direction</li> <li>• Provide expert, authoritative and evidence based advice</li> <li>• Staff engagement and quality recruitment</li> <li>• Recommend and gain endorsement for plans and goals and other initiatives</li> </ul>
Work area team members	<ul style="list-style-type: none"> <li>• Provide expert advice and analysis on a full range of matters as it relates to IT Service Delivery</li> <li>• Recommend and gain endorsement for improvement or development plans and goals and other initiatives</li> <li>• Collaborate and share accountability</li> <li>• Negotiate and resolve conflicts</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Provide leadership, guidance, and support</li> <li>• Set performance requirements and manage performance and development</li> <li>• Engage to monitor trends, performance and progress against the strategic plan and evaluate further support which may be required to ensure delivery against the plan</li> </ul>
IT Senior Management Team	<ul style="list-style-type: none"> <li>• To communicate to, and escalate, critical and high priority service disruptions.</li> </ul>
Change Advisory Board	<ul style="list-style-type: none"> <li>• Lead and own the CAB process and meeting</li> <li>• Share agenda for upcoming changes and communicate approved changes to stakeholders</li> </ul>
IT Project Managers	<ul style="list-style-type: none"> <li>• Review and receive hand-over of projects into service support plans</li> <li>• Ensure projects update business services records and documentation for each project delivery</li> <li>• Escalation and guidance on IT service delivery processes</li> </ul>

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	Reports to the Endpoint Systems and Support Manager
Direct Reports	4 - Service Desk Officers
Indirect Reports	2 – IT Trainees

<b>Special / Physical Requirements</b>	
Location:	Lucas Heights / Clayton Working in different areas of designated site/campus as needed
Travel:	As required travel to ANSTO sites from time to time
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:	Satisfy ANSTO Security and Medical clearance requirements

<b>Workplace Health &amp; Safety</b>	
	All Workers

Specific role/s as specified in <u>AP-2362</u> of the ANSTO WHS Management System	Managers / Leaders / Supervisors Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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**ORGANISATIONAL CHART**

On file.

**KNOWLEDGE, SKILLS AND EXPERIENCE**

1. Demonstrated skills and experience in a customer service environment (5 years +) with previous experience managing IT service desk teams with demonstrable experience in coaching and motivating direct reports
2. Proven ability to initiate and manage change, allocate resources effectively, identify and manage risks along with delivering a customer centric strategy and optimising customer experience and outcomes
3. Highly developed analytical and problem solving skills with the capacity to resolve complex issues and achieve successful organisational outcomes
4. Proven experience in driving Incident/Problem/Change management with ITIL frameworks
5. Demonstrated experience in building, growing and developing high performing teams
6. Proven experience managing business service repositories, writing and updating technical documentation, support and knowledge documents
7. Experience in communicating and engaging at various organisational and customer management and executive levels along with ability to create and display various reports and trend analysis for technical and non technical audiences.
8. Excellent time management and organisational skills with the ability to work well under pressure
9. Proven cross functional collaboration with various IT technology teams (network, end-point and server, project managers and security) preferred

**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

<b>Line Manager</b>		<b>Delegated Authority</b>	
Name:	Werner Struwig	Name:	Marianne Morton
Title:	Endpoint & Systems Support Manager	Title:	Chief Information & Digital Officer
Signature:		Signature:	
Date:		Date:	