



## POSITION DESCRIPTION

<b>Position Title:</b>	IT EUC System Support Lead
<b>Cluster / Business Unit / Division</b>	Information Technology
<b>Section or Unit:</b>	EUC System Support
<b>Classification:</b>	Band 5
<b>Job Family:</b>	ICT & Digital Solutions
<b>Position Description Number:</b>	PD-2319
<b>Work Contract Type:</b>	Technical
<b>STEMM/NON-STEMM:</b>	NON-STEMM

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### POSITION PURPOSE

The IT EUC System Support Lead will be responsible for the End User Computing (EUC) environment within ANSTO. They will work closely with other IT teams to ensure that EUC systems are managed and maintained managing to meet the needs of the business and comply to the latest ITIL Framework.

The position has the ownership of the entire IT Service Management Software Platforms regarding maintenance, configuration, compliance to IT Governance, and new enhancements.

In addition, the position will have ownership of continuous ASM improvement, new reporting engagement to improve the IT Service Management, and managing IT assets disposal and ensuring finance records are updated.

### 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 EUC System Support 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:

- Management of the IT New Demand Request capturing, process, task assignment, tracking, and reporting for IT, this includes engagement with the business regarding processes, additional information required, and dealing with any escalations of tasks and activities.

- Management of IT Software Assets Management System (SAM), ensuring that ANSTO IT Software agreements and licensing information is captured in SAM, and that SAM is the authoritative tool for IT Software Assets
- Preparing Software Assets Management reports on software licensing compliance, software deployment, proactive software renewal and maintenance report
- Management of IT Hardware Assets Management System in ASM, the processes for third parties to be able to update the asset register, verification of the system against other authoritative system for accuracy, and ensuring that assets can be tracked within the system
- Maintain the configuration management database (CMDB) and configuration items that will ensure all required information about IT assets, software, and services is captured
- Ensure compliance with IT governance, including regulatory compliance and adherence to organisational policies and standard
- Identify and recommend enhancements to the EUC environment to improve efficiency, effectiveness, and user experience
- Manage IT services management application software (e.g. ASM), including incident management, problem management, and change management, and ensuring software release are current minus 1 release
- Undertake additional duties as required including during period of leave of other staff.

### **Decision Making**

- The position will make decisions regarding the management of IT assets, software, and services within the EUC environment. They will work closely with other IT teams to ensure that decisions align with organisational goals and provide input into the development of IT policies and procedures.
- The position makes decisions related to EUC environment aligned to IT governance policies and procedures.
- 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)

### **Key Challenges**

- Embedding ITIL processes and methodology throughout IT Service Support Applications.
- Ensuring ANSTO IT's portfolio of IT Services are clearly captured within the Configuration Management Data Base (CMDB), and changes are appropriately managed and communicated, and that the CMDB support the IT Support Applications.
- Staying up to date with emerging technologies and trends in the EUC space
- Embedding ITIL processes and methodology throughout IT Service Support Applications.
- Balancing competing demands and priorities in a fast-paced environment
- 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</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, provide reporting, manage and engage regarding new IT demand and to ensure that new demand request is managed in a timely manner</li> </ul>
New Demand Request (NDR) Meeting	<ul style="list-style-type: none"> <li>• Lead and own the process and meeting for NDR's</li> <li>• Ensure NDR actions are recorder and managed by either the business or other IT Support Teams</li> <li>• Keep a updated NDR Register</li> </ul>
<b>External</b>	
Software Vendors	<ul style="list-style-type: none"> <li>• Engagement with various software vendors regarding software licensing agreements</li> <li>• Engage with 3rd party IT Service Management Software Platforms Service Provider</li> </ul>

## POSITION DIMENSIONS

<b>Staff Data</b>	
Reporting Line	Reports to the Endpoint Systems and Support Manager
Direct Reports	1 x Service Desk Officers 1 x Contractor to manage Snow & New Demand Request
Indirect Reports	Nil

### Special / Physical Requirements

Location:	Lucas Heights 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)
Radiation areas:	N/A
Hours:	Willingness to work extended and varied hours based on operational requirements

Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements Obtain and maintain appropriate federal government clearance
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**Workplace Health & Safety**

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. An appropriate tertiary IT qualification and ITIL knowledge or certification will be preferred
2. Demonstrated skills and significant experience in a customer service environment with previous experience in IT support or related fields
3. Strong knowledge of IT Governance policies and procedures
4. Experience managing IT assets, software, and services
5. Experience with Configuration Management Database (CMDB)
6. Experience with IT Service Management (ITSM) application software
7. 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
8. Demonstrated experience in building, growing and developing high performing teams
9. Proven experience managing business service repositories, writing and updating technical documentation, support and knowledge documents related to ASM and IT Asset Management
10. Excellent time management and organisational skills with the ability to work well under pressure.
11. 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.

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