

**ARPC Position Description**

<b>Role Title:</b>	Manager, IT Service Delivery		
<b>Function:</b>	Information Technology	<b>Classification broadband:</b>	EL1
<b>Location:</b>	Sydney	<b>Security clearance:</b>	Baseline
<b>Role Reports to (role title):</b>	Head of Information Technology		
<b>Direct Reports (role titles):</b>	Nil		

**Purpose of the role** (Why the role exists; how the role contributes to the ARPC’s strategic objectives)

The purpose of this role is to support ARPC’s Information Technology (IT) operations by ensuring smooth delivery of IT service with sustained outcome for ARPC team members and actively contributing to the development and maintenance of a high-quality IT environment in accordance with ARPC policies.

**Key Accountabilities** (Key activities, tasks, and outcomes to be achieved)

- Role model ARPC’s Values, Code of Conduct and Capabilities as set out in ARPC’s Capability Framework
- Oversee the day-to-day operation of frontline IT support and provide technical assistance, advice and leadership as required
- Maintain end-to-end accountability for customer satisfaction and overall delivery excellence
- Proactively monitor and alert, timely escalations, and efficient ticket management
- Measure, improve, monitor, and meet service level targets
- Develop and maintaining relationships with ARPC business stakeholders to align IT support services to business requirements
- Ensure clear and regular communication to stakeholders on the progress around changes, requests, incidents, problems, and releases
- Champion the process for major incident, escalation, problem, change and knowledge management
- Identify, manage, and resolve complex issues, preventing escalations, where possible
- Undertake regular reviews with key stakeholders to ensure service provision and customer satisfaction remains above benchmark
- Manage supplier relationships for IT services to ensure key technology deliverables are well managed
- Oversee procurement, configuration and deployment of IT hardware and assets in accordance with ARPC policies and procedures
- Drive the training and development of IT procedures used by both IT and non-IT audiences to the required standard of quality by creating and maintaining a knowledge management process and procedure
- Undertake service improvement initiatives by automation of repetitive technical and process driven tasks
- Ensure all policies, procedures, guidelines, manuals, and system documentation relating to core systems are reviewed and updated periodically
- Prepare reports for key stakeholders (including the Senior Executive Team) which provide visibility and assurance regarding ARPC’s IT security issues, risks, services levels, and other measures as required
- Drive appropriate actions to administer various cloud services in Microsoft Azure cloud
- Participate in ARPC corporate projects as and when opportunities arise

**Key legislative / regulatory role responsibilities**

**Public Interest Disclosure Act 2013 (PID Act)**

- ARPC staff must assist the ARPC CEO (or delegate) and/or the Commonwealth Ombudsman in the conduct of a PID investigation.

**Privacy Act 1988**

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer (CFO) and/ or Privacy Champion (COO) as soon as they become aware of them.

**Freedom of Information Act 1982 (FOI Act)**

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

**Working Relationships (Key stakeholders, clients, customers, suppliers, providers, consultants, etc.)**

Internal Relationships

- Build and maintain strong relationships with all members of the ARPC team

External Relationships

- Build and maintain strong relationships with vendors and partners

**Person specification**

**Qualifications and experience**

**Qualifications** (indicate whether mandatory or desired)

- Tertiary qualification in Information Technology *Desired*
- ITIL Certification *Desired*
- Microsoft Azure Fundamentals Certified (AZ-900) *Desired*

**Experience** (minimum type and level of experience required to perform the role)

- IT Service Management Experience *Mandatory*
- Good understanding of Microsoft Azure cloud technology *Desired*
- Experience in ICT Security Frameworks (ISO, ISM, PSPF etc) *Desired*
- Knowledge of insurance, reinsurance banking or financial service *Desired*

**Technical Capabilities** (skills, knowledge, technical or specialist capabilities)

- Developing technology management knowledge coupled with energy and passion for the information technology profession
- Strong knowledge of Windows and Microsoft 365 app suite including deployment, configuration, and support
- Good understanding of Microsoft Azure products
- A self-starter with minimal supervision who can work across a diverse range of problems, contexts and at times changing priorities
- Ability to work as part of a team and autonomously, as a subject matter expert
- Analyses, designs, plans, executes, and evaluates work to time, cost and quality targets
- Makes decision which impact the success of assigned work, i.e., results, deadlines, and budget

- Strong customer service focus
- Ability to build strong relationships with various stakeholders
- Well-developed written and verbal communication skills
- Well-developed analytical skills with the ability to derive simple insights from complex data
- Excellent interpersonal skills with the ability to effectively negotiate and influence
- Sound analytical and problem-solving skills
- Good time management and communication skills
- Ability to manage multiple problems at once and prioritise issues
- Well-developed commercial acumen
- Astute attention to detail
- Courteous assertiveness

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI):	As per ARPC DTI Response Plan

Additional requirements

ARPC Values
<ul style="list-style-type: none"> <li>• Delivering for our stakeholders</li> <li>• Collaboration</li> <li>• Personal leadership</li> <li>• Integrity</li> <li>• Wellbeing</li> </ul>

ARPC Capabilities (Integrated Leadership System)
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.
<ul style="list-style-type: none"> <li>• Shapes strategic thinking</li> <li>• Achieves results</li> <li>• Cultivates productive working relationships</li> <li>• Exemplifies personal drive and integrity</li> <li>• Communicates with influence</li> </ul>

<b>Approved by:</b> <i>(Name &amp; position)</i>	Catherine Tissier Manager Talent Acquisition and Development	<b>Signature and Date:</b>	September 2022
<b>CEO Approval:</b>	Dr Chris Wallace Chief Executive Officer	<b>Signature and Date:</b>	September 2022