

# APPLICANT INFORMATION PACKAGE

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Thank you for your interest in applying for the Service Management Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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## SNAPSHOT OF EMPLOYEE BENEFITS

### Work-life balance

- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements including remote work.



### Generous leave entitlements

**50 days**  
sick leave with  
conditions



**Family & community**  
services leave



**Study** support  
leave



**Concessional**  
days



### Above-standard employer superannuation contributions

UAC permanent employees  
Casual employees

**17%**  
**10%**

UAC fixed-term

**17%**

### Competitive remuneration

We reward our staff for their hard work with competitive remuneration and salary packaging benefits.



#### Total annual package

Service Management Officer (12 month fixed-term appointment)

\$115,253 – 125,567 pro rata

### Health and wellbeing

Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:



- annual health checks and flu vaccinations
- free counselling service
- yoga and mindfulness classes
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries at Sydney Olympic Park.

## READY TO APPLY?

### Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

# POSITION DESCRIPTION

POSITION TITLE: Service Management Officer

HEW LEVEL: Grade 7

DEPARTMENT/UNIT: Information Technology – Service Management Office (SMO)

SUPERVISOR/ MANAGER: Manager, Service Management Office (SMO)

WRITTEN BY: Bruce Ricardo

DATE WRITTEN: April 2021 Updated May 2022

INCUMBENT: Vacant

APPROVALS: Dudley Collinson, Chief Information Officer

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## 1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, BA/QA Office, IT Operations, Product Engineering Office, Project Management Office, and Service Management Office.

- The BA/QA Office translates technical specification, develops business processes documentation, and performs quality assurance.
- The IT Operations Unit provides infrastructure, systems and support services to internal and external stakeholders, data management and IT security.
- The Product Engineering Office provides services across the entire product life cycle and comprises of product management, architecture, and software engineering units.
- The Project Management Office develops project specifications, scopes, and manages delivery of UAC projects.
- The Service Management Office provides ITIL compliant service management functions for the delivery of services to UAC customers.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

## 2. JOB PURPOSE

The role of the Service Management Officer is to implement ITIL service management best practices within UAC with a particular focus on Service Request Management, Service Level Management, including the configuration and administration of the JIRA Service Management (JSM) tool used by UAC to provide UAC's Service Desk for both internal and external customers.

The position plays a key role in enabling the seamless transition and onboarding of UAC business units and external customers to UAC's JIRA Service Management for service requests and service reporting.

From time to time, under the direction of the Manager SMO, the position will also have responsibility for tasks within UAC's continual improvement program for service management.

## 3. REPORTING AND OTHER RELATIONSHIPS

The Service Management Officer reports to the Manager, SMO.

The role requires effective working relationships with UAC staff and external stakeholders involved in delivering or receiving UAC services.

## 4. DIMENSIONS

- There are approximately 30 institutions that access UAC systems.
- There are approximately 160 local users at UAC and 800 remote users at the participating institutions.
- There are approximately 150,000 applications through UAC systems per year.
- All production, web hosting, email (O365), database engines and data warehouse servers are mixed of Windows and Linux operating systems, all are virtual.
- Within UAC, all desktops are DELL, running Windows OS and the laptops are a mix of DELL and MAC, running Windows OS and Mac OS
- SAS (data warehouse) is used by the institutions for their reporting needs.
- UAS is written in Java using the Wicket/Spring and iBatis frameworks. There are many ancillary systems that sit alongside and within UAS.
- Web applications are written in Java, Groovy, Grails JSP.

## 5. MAJOR TASKS

1. On-board new customers and individual users to JSM for the purposes of creating service requests, incidents, and requests for change. This will include setting up new user accounts and ad hoc training for new users.
2. Design, build and maintain service request workflows and templates in JSM. This will include engaging with internal and external user groups to understand the requirements for new service request workflows.
3. Manage ticket queues within JSM by monitoring queues and:
  - Contacting resolvers where tickets are approaching or have exceeded the target resolution time.

- Checking that the correct ticket type has been used for the work and contacting the reporter to change type if required.
  - Other quality assurance activities as identified with the Manager, SMO.
4. Work closely with the Manager, SMO in the development and implementation of best practice standard processes, templates, and tools to ensure consistent service delivery and management at UAC.
  5. Collate and analyse performance data on service request targets and service level reports in JSM and prepare service level reports for customers and UAC executive management, and make recommendations, as appropriate.
  6. Ongoing maintenance of documentation and provide training, and assistance, as required, to UAC staff on service level reporting, the operation of UAC's service request management practice and how to use JSM and other relevant tools.
  7. As required, coordinate the resolution of IT incidents and problems raised in the JSM system.

## 6. PRINCIPAL ACCOUNTABILITIES

The Service Management Officer is accountable for:

1. The effective maintenance and administration of the JSM system, including the establishment, maintenance, and configuration of standard service requests.
2. The efficient delivery of JSM requests, including effective monitoring and reporting of ticket queues.
3. Supporting the Manager SMO is the ongoing development and implementation of UAC's Service Management Office and best practices culture, including effective training on service level requests and reporting to both internal and external stakeholders.
4. Carrying out the duties of the role in an effective manner and in accordance with legislative and UAC policy requirements, fostering a commitment to the team and its role.
5. Maintaining professional and effective working relationships with UAC staff at all levels, including dealing sensitively and confidentially with others when difficult issues arise.

## 7. CHALLENGES AND CONSTRAINTS

A major challenge for the Service Management Officer is the need to develop an understanding of UAC's IT environment, the key staff using and supporting UAC systems, and UAC customers. While a detailed technical knowledge of UAC systems is not required, a sufficient level of understanding is needed to understand the complexity and risks of service requests.

Another challenge facing the Service Management Officer is the fact that the UAC IT Department has grown significantly in recent years and only recently started to introduce ITIL compliant processes. There is not yet a strong discipline around these processes and the incumbent will need to help develop this to be part of UAC's culture.

As the business environment or other external conditions change, the Service Management Officer must be able to assess the impact of these changes on UAC service delivery systems and processes and liaise with the owners of these systems and processes to assess the implications for their particular area of operation.

In dealing with stakeholders the incumbent must be able to communicate in a way that fosters understanding and cooperation and allows the prioritising of resources to support the overall goals and objectives of the organisation.

## 8. EDUCATION AND EXPERIENCE

1. Relevant graduate level qualifications with at least 4 years relevant experience and/or education/training in IT Service Management or a customer services organisation.
2. Knowledge of ITIL framework.

## 9. SELECTION CRITERIA

### ESSENTIAL

1. At least two years' experience in development, management and support of the JIRA Service Management (cloud) product.
2. Relevant graduate level qualifications with at least 4 years relevant experience and/or education/training.
3. Demonstrated ability to assist with development and implementation of standard processes, templates, and tools in line with the ITIL framework to ensure consistent working practices and standardisation across all areas of service delivery.
4. Demonstrated experience in planning and managing service objectives and service reporting preferably in a senior customer service or service delivery role.
5. Excellent interpersonal and negotiation skills, with proven ability to interact effectively with others and to build productive working relationships with colleagues and a diverse range of stakeholders in a collaborative and consultative manner.
6. Demonstrated high level organisational and time management skills, with the ability to work with minimum supervision to deadlines and to manage multiple activities and respond to changing priorities.
7. Excellent written and verbal communication/presentation skills. Demonstrated experience in writing complex documents and reports.
8. Understanding of and commitment to the principles of anti-discrimination, anti-bullying and equal employment opportunity legislation, work health and safety and the application of these principles in the workplace.

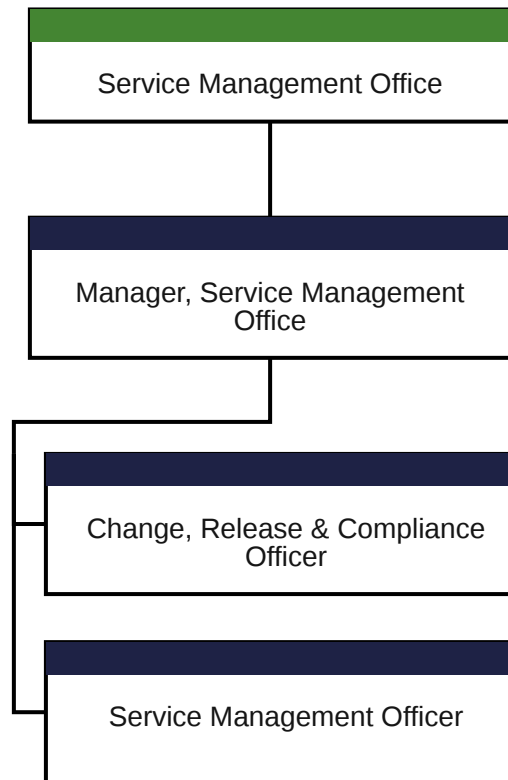
### DESIRABLE

1. Knowledge of tertiary and/or secondary education sector.
2. Knowledge of current UAC services, systems and processes.
3. Knowledge of the Atlassian suite of products.
4. Understanding of ITIL framework best practices



# UAC Organisation Chart 2021/2022

IT – Service Management Office



## **PRIVACY STATEMENT**

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.
2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.
3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.
4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.
5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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