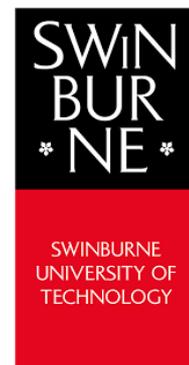


POSITION DESCRIPTION



SECTION A: Position Context

Position Title	ITSM Governance Coordinator
Position Grade	E2 - Executive
Category	Executive
Campus / Unit	Sarawak Campus - Information Technology (IT)
Term of Appointment	Fixed-term Appointment
Effective Date	January 2025

Position Purpose

This position is an executive position at the Sarawak Campus. The position will be responsible for areas as designated by the Manager, Information Technology (IT) Unit. These include:

- Establish and maintain ITSM governance frameworks (e.g., ITIL, COBIT) to ensure all IT operations and services meet organisational policies, regulatory standards, and best practices.
- Act as a bridge between IT and business stakeholders to ensure IT services deliver value and support strategic goals.
- Measure and report on key performance indicators (KPIs) and service-level agreements (SLAs) to assess ITSM performance and identify opportunities for improvement.
- Develop and enforce standardised ITSM policies, procedures, and practices to maintain consistency across all IT teams and services.
- Promote a culture of continual service improvement by regularly reviewing and optimising ITSM processes and governance practices.

This position will work closely with other staff members on campus.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Assistant Manager, Infrastructure; or Manager, IT; or Director Administration; or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This position's supervisor / manager</u>	Assistant Manager, Infrastructure; or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	None

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	TECHNICAL SKILLS AND KNOWLEDGE	<ul style="list-style-type: none"> • In-depth understanding of ITSM frameworks like ITIL (Information Technology Infrastructure Library) and its processes (Incident, Problem, Change, Release, and Service Request Management). • Ensure ITSM processes adhere to governance requirements and pass internal or external audits. • Drive continual improvement of ITSM processes. • Ensure secure ITSM operations and compliance with security policies.
2.	POLICY AND PLANNING	Assist and support the Assistant Manager, Infrastructure or Manager, IT to implement and to ensure compliance with all University IT-related policies.
3.	DOCUMENTATION	<ul style="list-style-type: none"> • Develop and maintain various procedural and technical documents in areas such as customer service and application support. • Prepare ITSM policy, procedures, and guideline documentation.
4.	RESOURCE MANAGEMENT	<ul style="list-style-type: none"> • Monitor material usage and check the deliveries for the University. • Ensure system compatibility and maintenance of Swinburne Standard Operating Environment.
5.	REPORT	Prepare and provide reports on the relevant information as and when needed by the Management.
6.	LIAISON AND INTERACTION	Work effectively and with flexibility as a member of the team in providing input, advice and assistance as and when required.
7.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> • Execute OHS requirements in respective work areas; • Maintain cleanliness, good housekeeping and overall safe work environment; and • Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.
8.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times.
9.	OTHER DUTIES	Any other duties as directed by the Assistant Manager, Infrastructure; or Manager, IT; or Director Administration; or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and / or resumes must address the Qualifications and Knowledge / Experience / Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in information technology (IT) or other relevant discipline from a recognised institution with at least three (3) years of work experience in the areas of operation support. Master's degree holder in a relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Ability to generate reports, configure workflows, and monitor performance metrics using ITSM platforms.	Essential
2.	Demonstrated experience in managing and governing ITSM processes, such as Incident, Problem, Change, and Service Request Management.	Essential
3.	Experience in implementing and monitoring governance frameworks to ensure policy adherence and compliance.	Essential
4.	Solid understanding of IT infrastructure components (e.g., servers, networks, cloud platforms) and their dependencies on ITSM processes.	Essential
5.	Ability to lead process reviews, governance meetings, and training sessions for ITSM awareness.	Essential
6.	Demonstrated ability to identify inefficiencies in ITSM processes and implement process improvements.	Essential
7.	Excellent verbal and written communication skills to explain technical concepts to non-technical stakeholders and create clear governance documentation.	Essential
8.	Agility in High-Pressure Environments: Thrives in fast-paced scenarios, adept at orchestrating multiple tasks, tracking action items, adapting to shifting priorities, and meeting tight deadlines.	Highly Desirable
9.	Flexibility in Working Hours: Exhibits willingness to operate beyond regular office hours as necessary to fulfill job demands.	Preferable