# 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

| | |
|---|---|
| This position's supervisor / manager | Assistant Manager, Infrastructure; or any other person as assigned by an authorised personnel |
| Other positions reporting to this 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 <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

| | KEY RESPONSIBILITY AREAS | |
|---|---|---|
| 1. | **TECHNICAL SKILLS AND KNOWLEDGE** | • In-depth understanding of ITSM frameworks like ITIL (Information Technology Infrastructure Library) and its processes (Incident, Problem, Change, Release, and Service Request Management).<br>• Ensure ITSM processes adhere to governance requirements and pass internal or external audits.<br>• Drive continual improvement of ITSM processes.<br>• 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** | • Develop and maintain various procedural and technical documents in areas such as customer service and application support.<br>• Prepare ITSM policy, procedures, and guideline documentation. |
| 4. | **RESOURCE MANAGEMENT** | • Monitor material usage and check the deliveries for the University.<br>• 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)** | Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:<br>• Execute OHS requirements in respective work areas;<br>• Maintain cleanliness, good housekeeping and overall safe work environment; and<br>• 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** | • Commit to the Swinburne Values.<br>• 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 |