

Manager, Service Delivery & Operations

- **Positive and collaborative culture with great work life balance**
- **Be part of a collaborative team & supportive management culture**
- **National organisation**

The Role – Your impact and contribution

Reporting into the Senior Manager, Technology & Service Delivery this role will lead the Service & Operation team, ensuring the performance of all IT systems and that the team is appropriately resourced and skilled to deliver the best technical outcomes for ONRSR.

Key Responsibilities:

- Leading, developing and managing a team of IM&T support staff in the performance of duties aligned with high performing team environments fostered by regular communication and training.
- Lead a positive team and training culture through regular communication and monitoring and through conducting activities in a way that enables other members of the team to contribute meaningfully during the training program
- Ensure the effective operations of ONRSR's IT systems and infrastructure including physical and virtual infrastructure, off-the-shelf business applications, networks and telephony.
- Ensure cost-effectiveness by monitoring consumption, tracking licensing, and working closely with key vendors; and by innovating and adopting new technology
- Oversee ONRSR's Information Management function including the use of technology to capture, categorise, sentence and dispose of records in compliance with ONRSR's Records Management and wider legal obligations
- Demonstrate quality education and training support to end users, primarily by leading the operation of the ONRSR IM&T end-user helpdesk.
- Ensure the security of all IT systems by keeping them up to date, monitoring system logs and commissioning external expert testing as well as monitoring outcomes of threat scanning.
- Evaluating technology risks in order to develop operational improvements, contributions to disaster recovery plan and back up procedures.
- Ensure the performance of all IT systems and support by establishing and executing robust processes and controls with performance demonstrated to the IM&T Steering Committee.
- Lead IM&T and Infrastructure projects or contribute your subject matter expertise to organisational wide projects to ensure sufficient delivery of technical and infrastructure requirements in support of project outcomes.
- Develop and maintain collaborative partnerships with internal and external stakeholders and vendors including contract management

- Contribute to the delivery of the IM&T Strategy and Plan including advising on operating and support arrangements as the business evolves and as new applications or services are delivered.

What you bring

The successful applicant will be able to demonstrate their ability to deliver exceptional levels of customer services including the ability to take ownership and accountability for delivering the best possible outcomes for ONRSR. Your contribution is to share your knowledge and expertise in a manner that promotes growth and develop the technical team so they can do their job diligently, professionally, and safely.

To be successful in this role you must be able to demonstrate the following:

- Proven experience in a similar senior manager role, having lead delivery of multiple complex projects across a multifunctional team in particular running a service desk and strong understanding of service deliverables
- Can demonstrate experience in managing both IT Operations and end-user helpdesk
- Effectively leverage internal resources and specialist vendors to ensure performance standards are cost effectively met
- Draw from your project management experience to positively lead change and deliver improved business outcomes in a dynamic environment.
- Can deliver multiple concurrent projects on time and on budget while also resolving complex production and end-user problems.
- High level understanding of records management principles
- Apply your natural curiosity, want for knowledge and focus for solutions to the research and analysis of complex technical matters to determine alternative courses of action.
- Demonstrate your ability to develop and maintain positive and constructive professional and team relationships with your strong active listening, respectfulness, empathy, persuasion and conflict management skills.

About us

The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation's vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the Rail Safety National Law, and promotes and improves rail safety throughout Australia.

ONRSR actively encourages productive working relationships, a healthy work-life balance, workplace diversity and development of expertise. In addition, the organisation offers a commitment to learning and development, and flexible work options. Further details on the benefits of working at ONRSR can be found at <https://www.onrsr.com.au/about-onrsr/working-at-onrsr>

What we can offer you

- *An organisation where everyone has a shared passion for our vision of safe railways for Australia*
- *The opportunity to be part of an innovative team in an organisation striving to continuously improve*
- *A supportive and dynamic team environment that values the work that you do and promotes a healthy work-life balance*
- *Professional development in accordance with our learning and development plan*

The Application Process

To apply please click here <https://www.seek.com.au/job/58534900>

Your application must include:

- Your resume
- A one-page letter outlining your most current experience relevant to the position description and demonstrating your suitability for the role

As part of the recruitment and selection process, you will be required to undertake a criminal history check if you are one of the preferred candidates. The results may not necessarily preclude appointment to the position.

Personal information is handled in accordance with the Privacy Act 1988 and the Australian Privacy Principles. For more information, download our privacy notice or privacy policy at www.onrsr.com.au.

Enquiries to: Please email recruitment@onrsr.com.au

Applications close: 4pm 5 October 2022

NOTE:

- *You must be an Australian citizen, permanent resident or hold a valid work permit or visa.*
- *Applications are sought from direct candidates only. No agencies please.*
- *Application closing dates are at the discretion of ONRSR and may change without notice.*

Manager, Service Delivery & Operations

Position Description

Corporate
Adelaide

	<p>About ONRSR</p> <p>The Office of the National Rail Safety Regulator (ONRSR) plays an integral role in keeping Australians safe across the nation’s vast and varied rail networks. Headquartered in Adelaide, and with offices around the country, ONRSR is an independent regulatory authority that encourages safe rail operations, enforces national compliance with the <i>Rail Safety National Law</i>, and promotes and improves rail safety throughout Australia.</p> <p>Our People</p> <p>At ONRSR we aim to enhance and promote rail safety nationally through effective risk-based regulation. To achieve that, we need people with the vision to contribute to the safety of Australia’s railways – people who are professional, whose values align with ONRSR’s values of independence, respect, integrity, diligence and excellence. People motivated by the opportunity to improve rail safety and by the benefits this delivers to the Australian community.</p> <p>Our purpose</p> <p>Safe railways for Australia</p>
	<p>The Role – Your impact and contribution</p> <p>The Manager Service Delivery & Operations is essential to building and supporting capability and development of our IM&T Operations and Support team by supervising ONRSR’ internal IT helpdesk and information management functions, and leading the maintenance, security and operation of ONRSR’s computing infrastructure. The team you will be leading are ONRSR’s technical support team. These technical officers work closely with the organisation and are responsible for the provision of timely and effective IT support services, including the provision of technical advice, monitoring of system security, problem identification and resolution and troubleshooting necessary to supporting business operations.</p> <p>Your contribution is to share your knowledge and expertise in a manner that promotes growth and develop the technical team so they can do their job diligently, professionally and safely.</p>
	<p>Key Relationships</p> <p>Reports to: Senior Manager, Technology, Data & Service Delivery</p> <p>Internal: All ONRSR staff across all locations</p>
	<p>Your Responsibilities</p> <p>Activities</p> <p>Combining your enthusiasm for sharing knowledge with your in-depth application of the ITIL framework, you will ensure the secure and effective operation of all computer systems, related applications, hardware and software used within ONRSR and the provision of end-user support by:</p>



- Leading, developing and managing a team of IM&T support staff in the performance of duties aligned with high performing team environments fostered by regular communication and training.
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- Contribute to the delivery of the IM&T Strategy and Plan including advising on operating and support arrangements as the business evolves and as new applications or services are delivered.



What you Bring – Key Competencies

Key to success in this role is that you:

- Can demonstrate experience in managing both IT Operations and end-user helpdesk
- Effectively leverage internal resources and specialist vendors to ensure performance standards are cost effectively met
- Draw from your project management experience to positively lead change and deliver improved business outcomes in a dynamic environment.
- Are able to deliver multiple concurrent projects on time and on budget while also resolving complex production and end-user problems.

- High level understanding of records management principles
- Apply your natural curiosity, want for knowledge and focus for solutions to the research and analysis of complex technical matters to determine alternative courses of action.
- Hold excellent interpersonal, verbal and written communication skills with an ability to negotiate and influence others.
- Demonstrate your ability to develop and maintain positive and constructive professional and team relationships with your strong active listening, respectfulness, empathy, persuasion and conflict management skills.
- Role model the ONRSR values and expected behaviours and support peer reviews that build the internal knowledge and capability of others and contribute to the identification of capability needs within the team.
- Expertly evaluate strategic requirements then execute insightful and considered decisions while role modelling flexibility of approach.

Helpful qualifications and experience

Holding a relevant tertiary qualification in technology or information management and ITIL certification. Given the role and the fact we are fundamentally a Microsoft shop proficiency in Microsoft software and systems is a necessity as well as experience in working with vendors to deliver reliable systems operation, including computer networks, network administration and installation, hardware, cabling installation and support, wireless technology applications and interface, IT security.

You must hold and maintain a current driver's licence, the right to work in Australia and be comfortable to undertake a criminal history check.

Your compliance

As a regulator, it is important that we are all on the same page when it comes to safety and risk management and everyone at ONRSR is responsible to actively supporting this aspect of our role to promote a positive and safe culture. ONRSR has a zero tolerance to the use of alcohol and non-prescription drugs for all workers while undertaking ONRSR work. This includes workers recalled to duty unexpectedly who should decline to work if doing so puts them in breach of the Drug and Alcohol Policy.

Other items of note

On occasions, this role will require you to work outside of normal business hours, on weekends and public holidays. There is a requirement to travel which may include short stays in ONRSR interstate offices.

Privacy Notification

ONRSR requires personal information and documents relevant to your employment. The collection and handling of this information will be consistent with the requirements of relevant privacy laws.



Our Commitment to you and your Commitment to ONRSR

ONRSR is genuinely committed to investing in the capability of its staff. Opportunities to learn and enhance skills are made available through the delivery of our internal training programs which comprise of a mixture of internal and external offerings.

ONRSR expects its people to contribute to the efficient and effective functioning of the organisation to meet ONRSR and team strategic goals. This includes actively participating in the Performance Development and Review process; demonstrating appropriate and professional behaviours in accordance with the Code of Conduct and values; providing assistance to team members if required; and undertaking other key responsibilities or activities as directed.

I have read and understood the requirements of the position and agree to carry out the key responsibilities to the best of my ability.

I understand that I may be required to perform other duties from time to time to fulfill the position requirements.