

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

UNIVERSITY OF NEW ENGLAND

POSITION STATEMENT

SCHOOL/DIRECTORATE: Information Technology Division
POSITION TITLE: Change Release and Control Manager
CLASSIFICATION LEVEL: HEO Level 7
DATE CLASSIFIED: 20 July 2009
REPORTS TO: Manager, Application Management Services

DIMENSIONS OF POSITION:

The Information Technology Directorate (ITD) is responsible and accountable to the University for providing leadership in, and the management and support of, all aspects of information and communications technology (ICT) from the desktop to the server systems, associated local and wide area network infrastructure and applications development and support services.

The Directorate, in collaboration with teaching, research, and administration areas of the University, undertakes many medium term, high value projects. It has a responsibility to research global trends and best practice to ensure that the organisation is well placed to deliver appropriate solutions to underpin the University's strategic plans in the areas of teaching, learning and research, and its information systems.

The role will be located within the ITD directorate and is designed to manage Change Release and Control processes for IT related business services of UNE. The role will interact with business owners and key stakeholders of the respective services across the wider UNE community to ensure the effective and efficient operation of the processes.

POSITION OBJECTIVES:

Through effective planning and management, the incumbent will ensure that a Change, Release and Control policy is created and manage implementation and improvement of the associated processes and procedures. Additionally, the role will be responsible for ongoing education and liaison with stakeholders to create awareness of policies, processes and procedures with regard to Change, Release and Control of IT services and resources.

DUTIES:

Under general to broad direction the incumbent will:

1. Participate in the creation of the Change, Release and Control strategy and policy including periodic reviewing of the strategy and policy to ensure that it is still appropriate and change as required and manage the Change, Release and Control management plan.

2. Implement the associated Change, Release and Control policy and standards.
3. Assist with the process design and ensure that appropriate process documentation is available and current
4. Periodically audit the process to ensure compliance to policy and standards and assist external auditors to audit the process for compliance and ensure corrective actions are carried out
5. Communicate process information or changes as appropriate to ensure awareness of clients, users and all key stakeholders.
6. Ensure process technicians have the required knowledge and the required technical and business understanding to deliver the process and understand their role in the process
7. Review opportunities for process enhancements and for improving the efficiency and effectiveness of the process, address issues with the running of the process and provide input to an ongoing service improvement plan
8. Implement and Maintain the Configuration Management Database (CMDB) and Definitive Software Library (DSL).
9. Manage the change process lifecycle, including prioritisation, impact assessment and resource assessment
10. Create and maintain an effective Change Advisory Board in consultation with ITD Management
11. Manage the release and implementation of new hardware and software components
12. Identify and raise issues of risk as they relate to Change, Release and Control to the ITD management or the Change Advisory Board where appropriate.
13. Be constantly aware of and maintain an understanding of the business context and the customers' business needs.
14. Scope and develop the process, functions and supporting documentation and encourage others to follow released documentation for change, release, change and control and flag non-compliance as a risk to management.
15. Evaluate existing systems along with system improvements in terms of efficiency and effectiveness and initiate action to secure the funds required to cope with the effective operation of the processes and cope with growth and change
16. Undertake awareness campaigns to win support of the processes with stakeholders
17. Arrange recruitment and training of staff
18. Provide reports to manage organisational risk and foster effective operation of the processes
19. Provide appropriate and timely reporting and recommendations to ITD management and ICT governance committees
20. Manage and provide substantial theoretical or technical knowledge and expertise to ICT and cross-functional projects, as required, in accordance with ITD's established project methodology, including
 - preparation of project initiation documentation, business cases, budget and schedule estimates;
 - designing, planning and executing project plans and ensuring compliance with budget, schedule and reporting requirements;
 - ensure that projects are executed and deliverables meet agreed stakeholder expectations for quality, timeliness, cost-efficiency and effectiveness;
 - proactively identifying and monitoring risks and milestones; and
 - providing appropriate and timely reporting and recommendations to project governance and participate in project governance.

21. Ensure the University's policies and procedures relating to equal opportunity, risk management, occupational health and safety and quality assurance are implemented, and adhered to.
22. Other duties as required relevant to this position

QUALIFICATIONS AND SELECTION CRITERIA:

1. A degree with substantial relevant experience; or extensive relevant experience and technical/management expertise; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. ITIL v2 or v3 certification relating to Change, Release and Control and demonstrated extensive experience in a Change, Release and Control role or similar experience in a related ITIL process management role which could be applied to the position.
3. Demonstrated excellent communication and interpersonal skills, with the ability to lead and work as part of a team, liaising and negotiating with a range of people at all levels to achieve agreed outcomes and reconcile diverse views. This includes listening to, understanding and adapting to the relevant audience, recognising the needs of others, while respecting individual differences and diversity.
4. High level written communication skills with extensive experience in writing and developing reports, policies and procedures in conjunction and with consultation to relevant stakeholders.
5. Demonstrated high level ability to effectively manage and prioritise work and projects in a high-pressured environment to achieve results and see them through to completion
6. Demonstrated extensive problem solving and analytical skills.
7. Demonstrated knowledge and understanding of successful organisational change management principles and procedures.
8. Demonstrated commitment to ongoing advanced personal and professional development, including the application and building of professional expertise.
9. Ability to work independently and manage high workloads and multiple deadlines in an environment with conflicting priorities and periods of high stress.
10. Demonstrated understanding and commitment to EEO, OH&S, risk management, quality assurance and records management principles as they relate to this position.