

# IT Services Manager



*The IT Services Manager is responsible for overseeing the delivery of support activities of all digital services and data solutions, leading the asset management function, and the overseeing the delivery of other end-user computer management functions at GNS.*

<b>Reports to:</b>	Digital, Systems and Information Transformation Executive
<b>Department:</b>	Digital, Systems and Information
<b>Group:</b>	Business Services
<b>Employment Type:</b>	Permanent
<b>Location:</b>	Avalon
<b>Direct reports:</b>	5
<b>Budget:</b>	TBD
<b>Career Path:</b>	Specialist
<b>Job Family:</b>	Operations, Data and Technology
<b>Career Step:</b>	9
<b>Date:</b>	September 2024

## Position priorities and responsibilities

### People Leadership

- Effectively manage the IT Services team to deliver timely services to the organisation, ensuring a breadth of knowledge and skills, and sufficient coverage of functions to ensure continuity of delivery.
- Ensure strong collaboration and communication with other Digital, Systems and Information department leaders and teams to ensure connected and efficient ways of working.
- Manage all recruitment, performance and development, and remuneration activities for direct reports, ensuring the team has the right capability to support the future success of GNS.
- Manage any staffing issues or disputes to ensure prompt and effective resolution.
- Foster a culture of continuous improvement within the team, encouraging innovation and the adoption of best practices.
- Put in place plans for business continuity, information stewardship, and ensure staff are aware of individual responsibilities.

### Service Management

- Oversee the delivery and support of all digital services and data solutions.

- Work closely with the Workday Systems Administrator and Service Desk Team Leader to ensure the delivery of high-quality customer support to the organisation, providing timely and effective solutions.
- Develop, implement, and monitor service management activities, including the creation and enforcement of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Ensure compliance with relevant industry standards, regulations, and best practices.
- Monitor and report on service performance, taking action to address any issues or areas for improvement.

## **End-User Computing Management**

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- Oversees end-user computing operations and the complete end-user computing environment. This includes service design and delivery of end-user computing devices, end-to-end device management.
- Responsible for continuous improvement of policies, procedures, processes, and services, seeking solutions that maximise productivity and end-user satisfaction.
- Provides leadership for all end-user equipment, including evaluation, purchasing, deployment, inventory, equipment lifecycle, and replacement schedules.
- Plans, prioritises and manages the activities of the end-user focused resources to provide operational direction and ensure efficient utilisation of resources.

## **Incident and Problem Management**

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- Lead the incident and problem management processes to ensure timely resolution of issues.
- Coordinate with cross-functional teams to improve service reliability and reduce the impact of incidents.
- Drive initiatives for process optimisation and automation to enhance service efficiency and effectiveness.
- Undertake the role of Major Incident Manager as required.

## **Asset Management and Financial Operations**

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- Accountable for the planning and management of IT assets, including hardware, software, and digital resources.
- Accountable for the optimisation of operational system expenditure and software license utilisation to ensure cost-efficiency and effectiveness.
- Develop and execute future investment and financial operations strategies and practices for IT assets, aligning with organisational goals and technological advancements and optimising IT spend.
- Work closely with the Operations / Asset Analyst, Procurement and Finance teams to ensure cost-effective purchasing and management of IT assets and develop and manage the IT budget.
- Provide regular financial reports and forecasts, highlighting trends and opportunities for cost savings.
- Ensure compliance with financial policies and procedures, including budgeting, forecasting, and financial reporting.

## Enterprise Resource Planning Management / Workday

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- Perform vendor management activities related to GNS' Enterprise Resource Planning (ERP) system – Workday. Work with the ERP support partners (Workday and Intecrowd), ensuring service levels are met and contracts are cost effective.
- Oversee technical and day to day operational management of our ERP to provide a robust and stable platform.
- Develop and maintain relationships with the ERP user community and our ERP-related partners to ensure that we take leverage opportunities and minimise risks to enhance the effectiveness of the system.
- Collaborate with key stakeholders to understand their ERP needs and ensure that services are aligned with business objectives.
- Facilitate the timely and effective operation of the Workday Governance group for GNS/ESR.

## Stakeholder Management

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- Collaborate with key stakeholders to understand their IT needs and ensure that services are aligned with business objectives.
- Communicate effectively with senior management, providing updates on service performance, initiatives, opportunities and issues.

## Service Improvement

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- Identify opportunities and lead initiatives for continuous improvement in IT service delivery, asset management, and financial operations.

## Responsibilities of all staff

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- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

## Key working relationships

### Internal:

- Digital, Systems and Information Transformation Executive and Senior Leadership Team
- Platforms and Infrastructure team
- Applications team
- Information Management team
- Engagement, Planning and Architecture team
- Business Unit Leaders
- HR Business Partner
- Finance and Procurement teams
- All GNS Science Staff

### **External:**

- IT vendors and service providers
- ERP vendor and service providers
- Other Crown Research Institutes (including ESR)
- Regulatory bodies
- Industry peers and networks

## **Person specification**

### **Skills, knowledge and attributes**

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- Strong leadership and team management skills.
- Excellent communication and stakeholder management abilities.
- Strong problem solving and critical thinking skills with attention to detail.
- Familiarity with industry standards and regulations relevant to digital services and data management.
- Strong financial acumen with experience in managing IT budgets and financial operations.

### **Experience**

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#### **Essential:**

- Proven experience in IT service management, with a strong understanding of ITIL or other relevant frameworks.
- Experience in incident and problem management, with a track record of improving service reliability.
- Experience in process optimisation and automation within IT services.
- Extensive experience in IT asset management, including lifecycle management and compliance.
- Experience in vendor management, procurement processes, and contract negotiation.
- Familiarity with Windows and Apple devices, Microsoft SCCM/Intune, JAMF, active directory, computer imaging and encryption, mobile device management (MDM) systems

### **Qualifications**

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#### **Essential:**

- Bachelor's degree in Information Technology, Computer Science, or a related field
- ITIL certification or equivalent

#### **Desirable:**

- Certification in asset management (e.g., IAITAM)
- Certification in financial operations (e.g., FinOps Certified Practitioner)

## **Performance dimensions**

At a high level, GNS Science recognises six **performance dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the way we work. Below are the general expectations that are the minimum standards

expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

## Technical capabilities

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### Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

### Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

### Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

## Leadership

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- Leads from the front to foster a strong culture of collaboration and innovation and working effectively with other teams to achieve objectives.
- Develops and manages the performance and capability of the team through effective coaching and development initiatives.
- Sustains the capability and capacity of the team through effective planning and talent management.
- Creates an inclusive working environment that values diversity and wellbeing.

## Behavioural expectations

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### Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

### **Bicultural commitment**

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.