

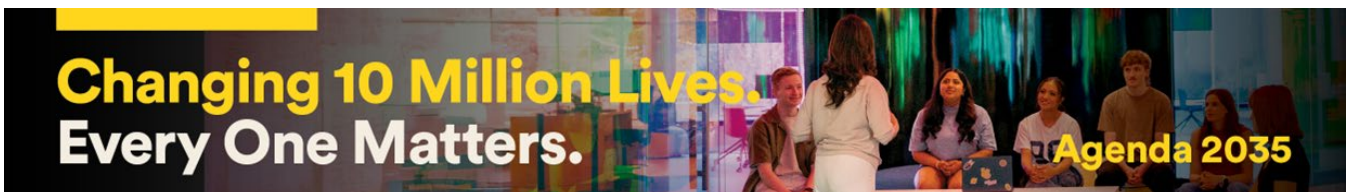
Position Description - Senior IDS Digital Workplace Officer

Updated 17/04/2026

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor	IDS Digital Workplace & Collaboration Services Lead
Classification	Higher Education Officer Level 7
Employment Type	Fixed-term, full-time

POSITION SUMMARY
<p>Under broad direction, the role is responsible for the technical and operational design, implementation, support and continues improvement of the University's Digital Workplace services.</p> <p>The role works collaboratively with the relevant IDS and University stakeholders to support and deliver Digital Workplace related change initiatives and activities</p> <p>The role is also responsible for ensuring that customer needs for Digital Workplace systems are fully addressed and are consistent with best practice approaches.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; and familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A Nationally Coordinated Criminal History Check which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p>



KEY POSITION RESPONSIBILITIES

The Senior IDS Digital Workplace Officer is accountable for

Technical Management & Support

1. Ensuring the provision of operational support to agreed levels, identifying and rectifying faults within appropriate timelines and liaising and negotiating with vendors and third-party suppliers to resolve technical issues.
2. Installing, maintaining and monitoring Digital Workplace systems and services according to technical specifications and in accordance with agreed policies, procedures and service level agreements.
3. Working collaboratively with the relevant stakeholders to provide support and assistance where needed and where priority requires.

Technical Vision & Roadmap

4. Supporting the relevant stakeholders in developing, implementing and managing the vision and associated roadmap for the University's Digital Workplace services, ensuring the vision and roadmap is aligned to the strategic objectives and relevant governance principles of IDS and Flinders.
5. Assisting with developing business cases for new or enhanced technologies and solutions to support the delivery of the roadmap.

Technical Knowledge & Excellence

6. Supporting formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.
7. Periodically participating in knowledge building activities and events to be aware of latest/best practices related to the role and to keep skills and knowledge up to date.
8. Providing timely and effective advice and support to customers and stakeholders by identifying improvements to support services and providing technical expertise to enable customers to adopt new technologies and processes.
9. Providing informal leadership within the team through engaging in creative and reflective thinking, leading by example and making an impact through your behaviour and technical knowledge.

Risk, Governance & Ways of Working

10. Supporting an agile based way of working to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities. Balancing the need to support day to day operations in a stable and reliable manner, with the need to undertake functional enhancements and new features for customers.
11. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
12. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

13. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Appropriate tertiary qualification in Information Technology or relevant technical area, and subsequent relevant experience in an IT environment or an equivalent combination of experience and/or education and/or training.
- High level thinking, planning and analytical skills to support outcomes and meet the University's strategic goals.
- Well-developed skills in contributing to a team reaching its full potential, including well developed to high level interpersonal and relationship management skills.
- Demonstrated experience in dealing with customer relationships and expectations.
- Demonstrated experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- Well-developed self-improvement and growth mindset/approach to the role and as part of a wider team.

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- Well-developed to high level interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.
- Demonstrated broad experience with standard operating environments (SOEs) across a range of operating systems including Microsoft Windows, Apple MacOS and Ubuntu including associated management platforms.
- Demonstrated broad experience with Microsoft 365 including Exchange, Teams, SharePoint, EntraID and Purview.
- Demonstrated broad experience with virtual desktop infrastructure (VDI) such as Citrix.
- Higher education experience advantageous.

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