

Position Description - Identity Services Specialist

Updated 22/1/2026

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor	Deputy Chief Information Security Officer
Classification	Higher Education Officer Level 7
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Under broad direction, the role is responsible for supporting the operations and continuous improvement of the University's identity management service – a collection of vendor solutions and custom application code that provides automated user registration, provisioning, authentication, access governance and compliance functionality for the University's student, staff and affiliate population.</p> <p>The role works closely with other practitioners and teams to ensure continuous identity management service improvement.</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, Excellence and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit in order 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 (NCCHC) 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 key position responsibilities include:

Technical Management & Support

1. Troubleshooting the operation of the University's identity management platform (comprising Okta/Sailpoint IdentityNow/Active Directory/EntraID and custom-developed utilities).
2. Troubleshooting and resolving user provisioning issues across integrated applications.
3. Developing, operationalising, and maintaining identity-related integration services that enable the University's application portfolio to access identity information.

Technical Vision & Roadmap

4. Assisting with deployment and integration of new identity management capabilities within implementation teams of varying size, comprising IDS staff, business representatives, and resources from third party suppliers.
5. Conducting the testing of core changes including smoke, regression, unit, integration, and system testing, whilst coordinating user acceptance testing for changes that enhance the identity service.

Technical Knowledge & Excellence

6. Maintaining an awareness and understanding of identity management procedures.
7. Interfacing with University stakeholders and customers for identity services, ensuring their requirements are well understood and incorporated into the identity management services and initiatives.
8. Conducting both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.
9. 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.

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.
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 / or equivalent relevant experience in an IT environment.
- 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 interpersonal and relationship management skills.
- General experience in dealing with customer relationships and expectations.
- General 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.
- Well-developed 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.
- Broad experience implementing or maintaining an identity management system.
- Broad understanding of scripting and coding for API integration used in identity management tools and services.
- Higher education experience advantageous.