Position Description – *Senior Service Delivery Specialist (City Campus)*

Updated 17/9/2025

POSITION DETAILS	
College/Portfolio	**Corporate Services**
Organisational Unit	**Information and Digital Services (IDS)**
Supervisor (Title)	**IDS Service Delivery Support Lead**
Classification	**Higher Education Officer level 7**
Employment Type	**Full Time, Continuing**

POSITION SUMMARY

Under broad direction, this role is responsible for managing and continuously enhancing the technical and operational service delivery requirements for Information and Digital Services (IDS) at Flinders University's City Campus.

This position will lead the coordination and management of resources to ensure consistent and effective IDS service delivery across the City Campus throughout the year and collaborate closely with IDS leadership to proactively adapt services in response to evolving needs, emerging trends, and usage patterns.

Additionally, the role will foster strong partnerships with key stakeholders - including the City Campus management team and associated service leads (e.g., Library, Student Support), to ensure team priorities are strategically aligned with both operational requirements and the broader objectives of IDS customers. As well as provide expert technical support, guidance, and escalation for the IDS City Campus Service, engaging other IDS teams as needed to deliver integrated and responsive solutions.

UNIVERSITY EXPECTATIONS AND VALUES

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:

- 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 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 *Work Health and Safety, Injury Management and Equal Opportunity* policies.

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.

![Flinders University logo]

KEY POSITION RESPONSIBILITIES

The key position responsibilities of the Senior Service Delivery Specialist (City Campus) include:

Technical Management & Support:

1. Managing the day-to-day operations of the IDS City Campus service to agreed standards, ensuring the service delivery and support needs of students, staff and events are consistently met.
2. Collaborating with IDS teams to coordinate staffing and rostering of the needed skill sets to maintain effective service delivery.
3. Delivering first and second level technical support to staff and students, ensuring timely resolution of service requests.
4. Acting as the primary IDS service delivery and support liaison for the City Campus and reporting regularly on service performance, and emerging trends to IDS and City Campus leadership.
5. Overseeing the coordination, planning and organisation of resources for project work, service improvements and any other continuous improvement activities.

Technical Vision & Roadmap:

6. Maintaining an awareness and understanding of IDS vision, strategies and policies.
7. Supporting strong and productive relationships with all relevant stakeholders, including suppliers and IDS technical staff, understanding their associated services and requirements, and applying this knowledge in the ongoing review and continuous improvement of role responsibilities.

Technical Knowledge & Excellence:

8. Supporting 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.
10. Providing timely and effective advice and support to customers and stakeholders by identifying improvements to support services.

Risk, Governance & Ways of Working:

11. Monitoring trends in incidents and problems against enterprise issues and risks and compliance.
12. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
13. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities:

14. 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.

- Demonstrated experience in co-ordinating teams within a service delivery context.

- Demonstrated high-level strategic thinking, planning, and analytical capabilities to drive outcomes aligned with the University's vision and strategic objectives

- 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 knowledge of ICT frameworks including change control, incident and problem management principles and an understanding of risk management and the interaction of technical systems.

- Higher education experience (desirable).