APPLICANT INFORMATION PACKAGE

Quad 2, 6 Parkview Drive
Sydney Olympic Park NSW 2127
Locked Bag 112, Silverwater NSW 2128
1300 ASK UAC (1300 275 822)
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ACN 070 055 935 | ABN 19 070 055 935

UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Change, Release and Compliance Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

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SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements.

Generous leave entitlements

50 days sick leave with conditions 

Family & community services leave 

Study support leave 

Concessional days 

Rostered Day Off (RDO) system: accumulate 1 day off every 4 weeks

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term (17% after 12 months' service)	**9.5%**
Casual employees	**9.5%**		

Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Change, Release and Compliance Officer (12 month, fixed-term position)	$106,354 – $115,872 pro rata

Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- fresh fruit deliveries
- annual health checks and flu vaccinations
- periodic massages
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Change, Release and Compliance Officer
HEW LEVEL:	Grade 7
DEPARTMENT/UNIT:	Information Technology – Service Management Office (SMO)
SUPERVISOR/ MANAGER:	Service Delivery Manager
WRITTEN BY:	Bruce Ricardo
DATE WRITTEN:	December 2020
INCUMBENT:	New position
APPROVALS:	Dudley Collinson, Chief Information Officer

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1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services.

Central to that mission is UAC's belief in the value of education and a commitment to providing opportunities in higher education for all members of the community. UAC is not-for-profit and driven by a strong culture of servicing the needs of all its stakeholders.

The Information Technology Department consists of five units, Systems, Software, Digital Products, Project Management Office and Service Management Office.

The Systems Unit provides infrastructure, systems and support services including training to UAC staff and participating universities. The Software Unit develops and maintains the code for the core UAC system. The Digital Products Unit develops and maintains front end web and mobile applications and dashboards.

The Project Management Office develops project specifications, scopes and manages delivery of UAC projects. The Service Management Office provides Information Technology Infrastructure Library (ITIL) compliant service management functions for the delivery of services to UAC customers.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The role of the Change, Release and Compliance Officer is to help minimise the risk of changes to IT infrastructure and systems leading to unplanned disruptions to UAC's business. The position is responsible for:

- monitoring and reporting on UAC's compliance in line with documented information security controls
- maintaining the UAC IT Risk Register in conjunction with other UAC IT staff
- co-ordinating the review, approval and release of planned changes to UAC's IT infrastructure and services in accordance with ITIL and industry best practice.

From time to time, under the direction of a Project Manager or the Service Delivery Manager, the position will also have responsibility for tasks within UAC's continual improvement program for service management.

3. REPORTING AND OTHER RELATIONSHIPS

The Change, Release and Compliance Officer reports to the Service Delivery Manager.

The role requires effective working relationships with IT staff and other internal stakeholders involved in implementing changes, those impacted by these changes.

While not directly dealing with external stakeholders, the Change, Release and Compliance Officer needs to ensure that the impact of changes to external stakeholders have been appropriately considered and accounted for in the implementation of the change.

4. DIMENSIONS

There are approximately 30 institutions that access UAC systems.

There are approximately 160 users at UAC and 800 remote users at the participating institutions.

There are approximately 150,000 applications for admission to courses through UAC systems per year.

5. MAJOR TASKS

The major tasks and responsibilities of the position are to:

1. Coordinate approved changes into planned releases and liaise with technical and business owners of UAC systems to schedule these releases to minimise the risk of disruption to UAC's and UAC's customers business. This will include creating and maintaining a release schedule, including as required, scheduled outages.

2. Collect information from IT Systems to help prepare the monthly UAC Information Security Controls and Compliance Report and ensure that all relevant legislation and related compliance strategies are in place.

3. Attend the monthly Information Security Governance Forum and present the UAC Information Security Controls and Compliance Report, any updates to the IT Risk Register and take the minutes for this meeting.

4. Coordinate the review and update of the IT Risk Register on a regular basis to ensure accurate risk assessments are completed and internal controls are in place.

5. Assist in the creation, approval and review of Standard Changes in UAC's JIRA Service Management (JSM) system.

6. Assist in the ongoing development of UAC's service management practices including configuration of the JIRA Service Management (JSM) tool.

7. Provide training and assistance, as required and as agreed with the Service Delivery Manager, to UAC staff on the operation of UAC's change enablement and release management practices and how to use JSM and other relevant tools.

8. Planning, scheduling, managing, chairing and minuting various committees, including the Change Approval Board (CAB), Change Review Committee (CRC) and the Emergency CAB (ECAB), as required.

9. As required, assist in the resolution of IT incidents and problems raised in the JSM system.

6. PRINCIPAL ACCOUNTABILITIES

The Change, Release and Compliance Officer is accountable for:

1. Effective coordination of change and releases to IT systems to ensure the stability of the UAC IT environment and minimise risk to UAC's operations.

2. Effective maintenance, coordination and reviews of UAC Information Security Controls, Compliance and the IT Risk Register, ensuring internal controls established to mitigate risk.

3. Establishment and maintenance of Standard Changes and configuration within the JIRA Service Management tool.

4. Effective coordination of relevant committees and meetings, including CAB, CRC and ECAB.

5. Carry out the duties of the role in an effective manner and in accordance with legislative and UAC policy requirements, fostering a commitment to the team and its role.

6. Maintaining professional and effective working relationships with UAC staff at all levels, including dealing sensitively and confidentially with others when difficult issues arise.

7. CHALLENGES AND CONSTRAINTS

A major challenge for the Change, Release and Compliance Officer is the need to develop an understanding of UAC's IT environment and the key staff using and supporting UAC systems. While a detailed technical knowledge of UAC systems is not required, the Change, Release and Compliance Officer needs to develop a sufficient level of understanding of UAC systems to understand the risk of proposed changes and ask the right questions of technical and business owners in CAB and CRC meetings.

Another challenge facing the Change, Release and Compliance Officer is the fact that the UAC IT Department has grown significantly in recent years and only recently started to introduce ITIL compliant processes. There is not yet a strong discipline around change management and the incumbent will need to help develop this as a part of UAC's culture.

As the business environment or other external conditions change, the Change, Release and Compliance Officer must be able to assess the impact of these changes on UAC service delivery systems and processes and liaise with the owners of these systems and processes to assess the implications for their particular area of operation.

In dealing with stakeholders the incumbent must be able to communicate in a way that fosters understanding and cooperation and allows the prioritising of resources to support the overall goals and objectives of the organisation.

8. EDUCATION AND EXPERIENCE

1. Relevant graduate level qualifications with at least 4 years relevant experience and/or extensive experience and/or education/training in IT Change Management.

2. Experience of working in a small but complex IT organisation with multi-stakeholder environments, exposure to infrastructure, application development, business and process related projects.

3. Knowledge of ITIL 4 framework and risk management.

9. SELECTION CRITERIA

ESSENTIAL

1. Relevant graduate level qualifications with at least 4 years relevant experience and/or extensive experience and/or education/training.

2. Demonstrated understanding of, and commitment to, the principles of risk management and compliance, and the application of these principles in the workplace.

3. Demonstrated ability to coordinate, manage and chair change and release meetings and other committee meetings.

4. Understanding of ITIL framework best practices and the ability to assist with the development and implementation of standard processes, templates and tools in line with this framework to ensure consistent working practices and standardisation across all areas of service delivery.

5. Excellent interpersonal and negotiation skills, with proven ability to interact effectively with others and to build productive working relationships with colleagues and a diverse range of stakeholders in a collaborative and consultative manner.

6. Demonstrated high level organisational and time management skills, with the ability to work with minimum supervision to deadlines and to manage multiple activities and respond to changing priorities.

7. Excellent written and verbal communication/presentation skills. Demonstrated experience in writing complex documents and reports.

8. Understanding of and commitment to the principles of anti-discrimination, anti-bullying and equal employment opportunity legislation, work health and safety and the application of these principles in the workplace.

9. Must be willing to undergo a criminal background check for IT security purposes.

DESIRABLE

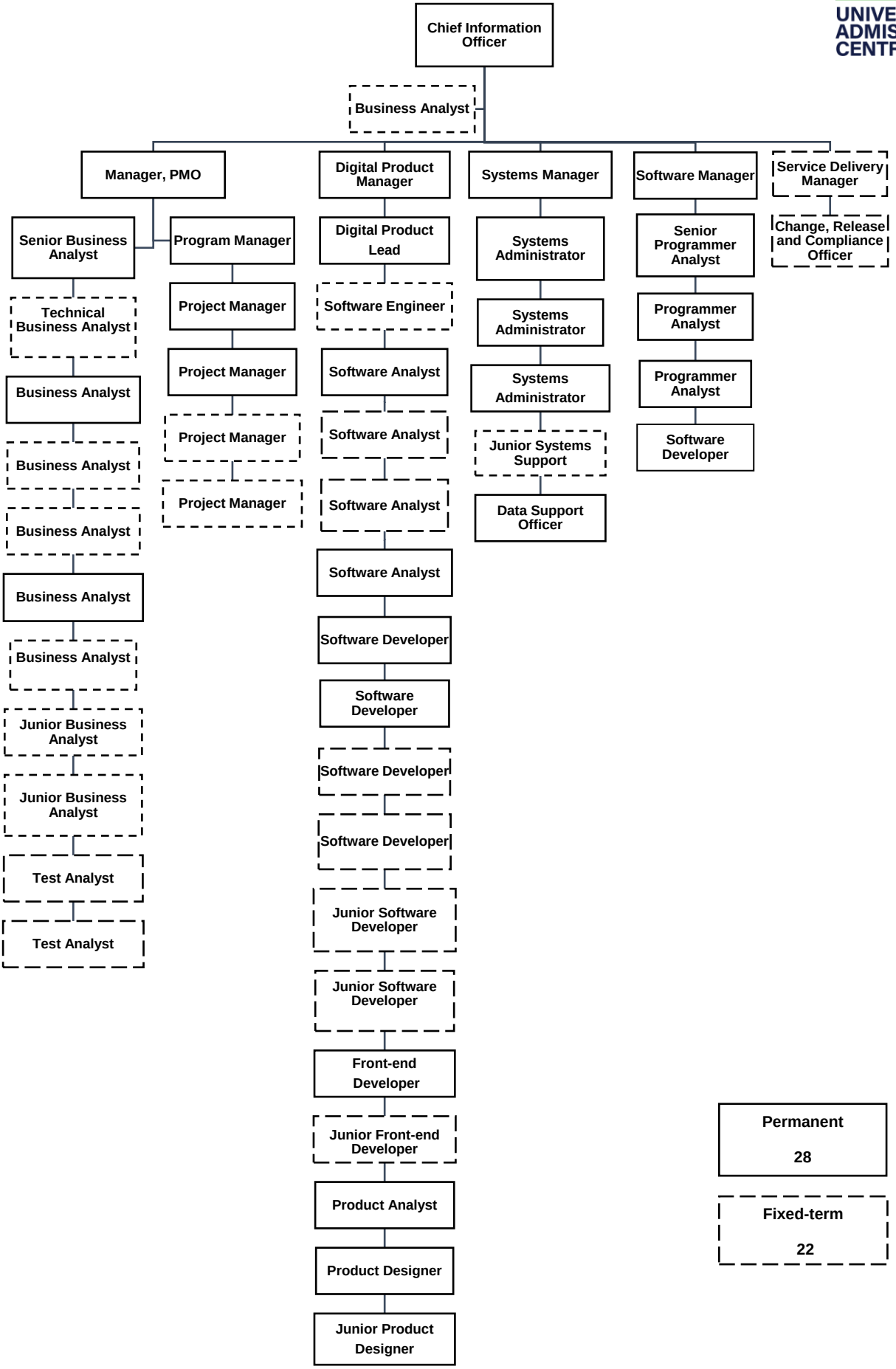
1. Knowledge of tertiary and/or secondary education sector.

2. Knowledge of current UAC services, systems and processes.

EMPLOYEE _____ **DATE** _____

UAC

Information Technology Organisational Chart 2020/21



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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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