

Position Description

Job Title: Change and Problem Manager

Department: Information Technology & Services (ITS)

Campus/Location: Palmerston North

Salary: Grade H

Direct Reports: Change/Problem Analyst

Responsible To: Associate Director, Service Delivery

Purpose statement: The Change and Problem Manager is accountable for developing and maintaining effective governance and oversight around planned changes to IT Services and the problem management process.

Change Management

- Primary responsibility for ensuring that ITS Change Management controls the lifecycle of all changes to IT Services, with the primary objective being to enable beneficial Changes to be made, with minimum disruption to IT services.
- Leading the establishment, maintenance, and improvement initiatives to Change Management, and championing the process across ITS and with Service Owners.

Problem Management

- Primary responsibility for problem management to minimise both the number and severity of incidents and potential problems to the business/organisation.
- Aim to reduce the adverse impact of incidents and problems that are caused by errors within the IT infrastructure, and to prevent recurrence of incidents related to these errors.

Service Governance

- Foster a culture of collaboration and excellence across ITS to ensure changes to IT Services are well managed, supported by methodologies to improve awareness, desire, knowledge, ability and reinforcement of change.
- Ensure effective controls and measures are in place to allow audit and reviews to be conducted effectively and efficiently.

Audit & Risk Management

- Ensure adoption of the University Risk Management framework, to enable effective proactive and reactive reporting, treatment, and escalation of risks.
- Ensures that agreed audit activities (analysis, review, reporting, and facilitation) are occurring across ITS.

Leadership

- Provide leadership to improve engagement and motivation of teams, to gain buy-in to Change, Release, and Risk management practices with direct/in-direct reports and across teams within ITS.

- Understands and supports the people and organisational change elements of technical changes, working with change agents and project managers to support sustainable and measurable methods.
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Key Accountabilities

Change Management

- Primary responsibility for ensuring that ITS Change Management controls the lifecycle of all changes to IT Services within scope, with the primary objective being to enable beneficial changes to be made, with minimum disruption to IT services.
- Accountable and responsible for establishing, maintaining and championing a single effective ITS Change Management process.
- Provide Change Management lifecycle support and oversight across ITS and business stakeholders (Service Owners or delegated CAB attendees), developing an education and awareness programme.
- Accountable for ensuring effective Change Assessments are being carried out based on business risk and impact, to enable RFC's follow the safest and most relevant Change Model.
- Responsible for facilitating effective regular CAB meetings, urgent CAB meetings, as well as ECAB responses; ensuring appropriate representation of IT and Business members to assess, approve/reject, schedule, and review changes.
- Ensure that the Forward Schedule of Changes (FSC) is up to date and published, and effective communications protocols are observed when planning and implementing changes.
- Responsible for ensuring Post Implementation Reviews are carried out on changes, as is appropriate, to ensure lessons learned are captured and actioned.
- Accountable for the process to identify and report any detected unauthorised changes to the environment.
- Work with their manager to review and manage Key Performance Indicators for Release Management, Testing, Risk Management, and Change Management, that support Critical Success Factors for the group.
- Responsible for reviewing and reporting on Change Management Key Performance Indicators (KPI's), to support measurement of agreed Change Management Critical Success Factors.

Service Governance

- Foster a culture of collaboration and excellence across ITS to ensure IT Services are well managed, supported by methodologies to improve awareness, desire, knowledge, ability and reinforcement of change.
- Maintain service quality by ensuring IT Services are well planned, designed, tested, communicated, and reviewed.
- Ensure effective controls (policies and procedures) and measures are in place to enable audit and reviews to be conducted effectively and efficiently.
- Accountable in establishing effective touch-points and guidelines with Release Management, Stakeholder Engagement, Service Level Management, Service Desk, and Technical Management to ensure Service Transition planning is effective and consistent.
- Develop, or assist with the development of, Service Improvement Programmes with ITS process stakeholders as required.
- Coordinate the ITS input and response to internal and external audit processes.

Problem Management

- Monitor and track the progress of the problem

- Analyse and identify trends in incidents
- Perform proactive problem management through collecting and analysing operational data to identify emerging trends that may indicate problems
- Action problems raised from incident management
- Progress unresolved incidents through the problem management process
- Assist with the handling of major incidents and identifying the root cause
- Ensure technical staff are informed to actively prevent the replication of problems across multiple systems
- Develop and maintain the problem control process
- Review the efficiency and effectiveness of the problem control process
- Define and implement criteria and procedures to report problems identified including problem classification, categorisation and prioritisation
- Produce management information
- Monitor the effectiveness of error control and making recommendations for improving it
- Review the efficiency and effectiveness of proactive problem management activities
- Create known-error records and an appropriate work-around and identify potential solutions
- Ensure all systems supporting Problem and Knowledge Management work in an integrated way and are appropriately supported and developed to guarantee a high and continuing level of efficiency to the University
- Builds and maintains a Known-Error Database that promotes, drives and supports a self-service resolution to known issues.

Audit & Risk Management

- Oversee the ITS risk management process.
- Identify, assess and report emerging risks and trends impacting on the successful achievement of key business objectives and policy initiatives.
- Ensures that agreed audit activities (analysis, review, reporting, and facilitation) are occurring across ITS.
- Provide advice to ITS project managers to help them manage risk.

Team Management

- Provide staff management, support and oversight for direct reports including managing work programmes, leave requests, and staff communications.
- Responsible for ensuring that all direct and indirect reports have established and effective Performance & Development Plans (PDP's) that are regularly reviewed and updated, and KPI's are effectively translated to individual staff or team SMART goals.
- Meet regularly with teams to manage activities, issues, initiatives, and flow of information.

Leadership

- Provide leadership to improve engagement and motivation to teams, to gain buy-in to Change, Governance, and Risk management practices with direct/in-direct reports and across teams within ITS.
- Understands and supports the people and organisational change elements of technical changes, working with change agents and project managers to support sustainable and measurable methods.
- Foster a culture of collaboration and excellence across ITS to develop and encourage a culture of service for both internal (ITS) customers, and external (Massey) customers.
- Build the requisite people capability necessary to deliver strategies and outcomes, through planned staff and leadership development, training, and talent management.
- Responsible for ensuring the health, safety and wellbeing of staff in accordance with the principles of a good employer and the general policies and guidelines of the University.

- Constantly seek to improve efficiencies, processes and services for the achievement of the ISSP's strategic positioning.
- Promote the University values of a high standard of professionalism; a focus on the needs of students and other clients; collegiality; integrity; quality teaching, research and community service.

Relationship Management

- Establish a comprehensive view of the constituencies impacting on the position and develop an understanding of those relationships and the sensitivities associated with them.
- Identify and develop strong and valued working relationships with University stakeholders and community interest groups and manage these in conjunction with the Stakeholder Engagement Manager (and/or assigned ITS Account Managers as relevant).
- Demonstrate exceptional relationship building and communication skills, externally with stakeholders and internally with colleagues, staff and students, and foster these capabilities in all staff for which the role is accountable.

Other

- Manage and develop reporting processes encompassing IT service governance, risk, change and release management to support IT Service Management disciplines.
- Maintain the role by developing and updating capabilities necessary to effectively carry out the function and responsibilities of the position, and keep relevant with industry changes.
- Perform other relevant duties as required.

Person Specification

Qualifications

A degree in an appropriate field, and/or extensive experience in a similar role or roles.
A qualification in ITIL Service Management.

Experience

Significant and successful experience in a similar position within a large complex IT organisation, and demonstration of advanced skills in:

- Providing clear direction and leadership, and turning plans into action.
- Initiative, judgement, and decision making.
- Operating or leading Change Management and Change Advisory Board practices in a large IT environment.
- IT Governance practices, including effective risk management and analysis.
- The Software Development Lifecycle.
- The tertiary education sector (would be an advantage.)
- An understanding of Prosci methodology (would be an advantage.)
- Relationship management - developing and maintaining good relationships with colleagues, and business (staff, students, faculty, academics), and external groups.

Technical Abilities

- Developing and refining policy and processes documentation and managing its implementation.
- Facilitation of meetings, and managing outcomes and decisions effectively.
- Understanding development methodologies (such as Waterfall and Agile).
- Writing and critiquing documentation, and presenting technical information to non-technical audiences.
- Risk management framework methodologies.
- Ability to delegate effectively, while building in feedback loops.

Core Competencies

- Drive for results: Highly organised, self-motivated with an excellent eye for detail.
- Timely Decision Making: Strong qualitative and quantitative analytical skills, with the ability to make logical, well-reasoned balanced and timely decisions and sound judgements on complex matters.
- Command skills: Takes unpopular stands if necessary and encourages direct and tough debate. Is looked to for direction in a crisis and is energised by tough challenges.
- Integrity and Trust: Is widely trusted and is seen as direct, truthful individual who is helpful, keeps confidences, admits mistake, and doesn't misrepresent themselves for personal gain.
- Process Management: Knows to organise people and activities, what to measure and how to measure it. Can simplify complex processes to get more out of fewer resources.
- Managing Through Systems: Can design practices, processes and procedures which allow managing from a distance.
- Composure: Remains rational and calm when under pressure.
- Customer focus: establishes and maintains effective relationships with internal/external customers and gains their trust and respect.
- Interpersonal Savvy: Relates well to all kinds of people in and outside of an organisation and builds appropriate rapport. Can diffuse even high-tension situations comfortably.
- Excellent communication abilities, both written and oral.
- Developing Direct Reports & Others
- Willingness to share knowledge and expertise across the organisation.
- Commitment to the principles of the Treaty of Waitangi, and the equity goals of the University