Manager Workplace Technology

ASX Position Description

<table>
<tr><td colspan="3" align="center">ASX "All Roles Flexible"
ASX offers mutually beneficial flexible working arrangements.
We recognise that employees need to balance work and personal lives.</td></tr>
<tr><td colspan="2">ASX Opportunity Snapshot</td><td>What's On Offer</td></tr>
<tr><td>Role:</td><td>Manager, Workplace Technology</td><td rowspan="8">This role is responsible for managing a team of technical staff that support all Workplace Technology at ASX. This includes Desktop, Mobile, Audio Visual and telephony in a predominantly Microsoft environment, while also providing support for third party and custom in house applications.

The Workplace team provide critical service and support to all colleagues, enabling ASX to fulfil its commitment in offering all roles flexible working options, such as remote working by the provision of stable technology and effective collaboration tools.</td></tr>
<tr><td>Reports to:</td><td>General Manager, Technology Infrastructure</td></tr>
<tr><td>People Management:</td><td>7</td></tr>
<tr><td>Budget:</td><td>n/a</td></tr>
<tr><td>Team:</td><td>Technology Infrastructure</td></tr>
<tr><td>Date:</td><td>November 2018</td></tr>
<tr><td>Location:</td><td>Sydney, NSW</td></tr>
<tr><td>Flexible Role:</td><td>Yes</td></tr>
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What you'll do:

- Manage and lead a team of End User specialists to align with ASX strategic/operational and cultural priorities
- Manage the end to end support of the ASX Workplace Technology environment
- Develop and own the Workplace Technology strategy & roadmap
- Ensure effective allocation of resources to provide operational support and growth to the business
- Ensure all ASX Workplace systems are designed and operate according to internal and regulatory standards
- Work closely with key stakeholders to determine tactical and strategic responses to requirements
- Manage ASX Audio Visual deployments. Meeting rooms, Customer Support Centre and public Event spaces
- Drive improvements in Desktop OS Deployment standards and the supporting automation/configuration management tools

What you've done:

- Extensive experience leading a technical team with an End User focus
- High level of understanding of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations as well as service/end user support
- Identified technology inefficiencies, recommended solutions and implemented approved changes
- Demonstrated excellence in customer service and built a culture of customer experience excellence within a team
- Excellent written, verbal and presentation skills
- Demonstrated influencing and negotiating skills to deliver effective outcomes
- Demonstrated project delivery experience
- Customer management skills
- Development of Service Levels and metrics to streamline support and reporting capabilities

And if you've got some of this, even better:

- Financial industries background and knowledge of capital markets
- Detailed knowledge of key technology in the ASX environment
- Knowledge of Cloud computing environments.
- Extensive experience as a support technician in an End User computing environment

What you need to enjoy and be good at for this role:

- Leadership – is inspiring, engages all, people want to follow, respect and admire
- Change and transformation – especially driving cultural change and capability uplift
- Adaptable – enjoy change and thrive on ambiguity
- Dynamic – can engage with varying stakeholders
- Resilience – someone who can stay on course and look at the long game
- Results orientated – understands what levers to pull to drive outcomes in a tightly regulated but changing environment
- Innovation – bringing modern techniques and out of the box thinking
- Balance and prioritisation – a calm and capable person able to prioritise, but also be flexible in relation to changing priorities and resource allocation
- Flexible with hours – out of hours and weekend work required