# Position Details

Role summary for potential applicants

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| Advertised Job Title**:** | Enterprise Manager, SAP Services |
| Reference Number**:** | 56635 |
| Classification**:** | CSOF6 |
| Salary Range: | An attractive market based salary is negotiable. |
| Location**:** | Canberra, ACT |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | Australian Citizens Only  Australian Citizens and Permanent Residents Only   * All Candidates |
| Functional Area**:** | Admin Services |
| % Client Focus - Internal: | 100% |
| % Client Focus - External: | 0% |
| Reports to the: | Executive Manager, Applications |
| Number of Direct Reports: | 5 |
| Team size: | ~20 |

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| **Role Overview:** |
| The SAP Services team within CSIRO Information Management & Technology (IM&T) manages, maintains and develops the SAP systems to ensure alignment with CSIRO’s business requirements. This exciting opportunity will see you working within the IM&T Applications Group providing leadership and coordination of the SAP Services Team.  As a leader, you will provide SAP specialist guidance to the team for the day to day operations and oversee the implementation of changes throughout the SAP environment.  The SAP team is customer focussed, delivering on business priorities across the whole of the system development lifecycle and, as part of the wider Applications Group, delivers end to end, integrated solutions to complex business problems.  The SAP solution at CSIRO includes on-premise ERP, SRM, Business Warehouse/Business Intelligence and Enterprise Portal systems and SuccessFactors modules to support Recruitment, Onboarding and Learning. We have recently moved all our systems to the SAP HANA technology and are looking to leverage this in the future to deliver further value to our business.  With the assistance of a Human Resources Lead and Finance Lead, you will oversee all SAP staff and contract resources and have direct line responsibility for Basis, ABAP, Portal, Workflow, Security and PI resources. You will have responsibility for some internal client relationships, system releases, transport management, developing technical roadmaps and building the capability of the team. You will collaboratively develop CSIRO’s SAP strategy and plan how to deliver this. You will also contribute to the strategic direction of the Applications Group and IM&T.  You will work closely with the other Application Group leaders to understand and contribute to work planning and development of the holistic Forward Schedule taking into account business-as-usual activities, maintenance cycles and prioritised business projects. |

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| **Duties and Key Result Areas:** |
| * Coach and lead the SAP Services Team to successfully deliver the SAP product development roadmap. * Develop and manage the SAP capability (staff and software assets) within CSIRO to grow and evolve the services the SAP Services group provides in response to changing organisation needs.   Lead stakeholder engagement on more complex, highly integrated solutions and mentor others in leading stakeholder engagement of less complex solutions.   * Work collaboratively with colleagues within your team, the business unit and across CSIRO, to reach objectives. * Develop the SAP forward schedule of work taking into account business-as-usual activities, maintenance cycles and prioritised business projects and work in conjunction with other Application Group leaders to develop an integrated schedule for Applications. * Identify and assess the risk associated with a specific action or project, and develop and implement strategies to reduce those risks. * Undertake financial management of the SAP Services Team budget. * Review internal management processes for improvement opportunities. * Ensure the all required records and approvals associated with system changes are maintained. * Prepare necessary reports to keep team actions and achievements visible. * Advise senior management on issues requiring attention, and implement management decisions. * Staff and contractor management (performance and career management, leave approvals, rewards, performance, staff development/training needs, career management, procurement, etc.) for direct reports. * Other duties as directed. |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed.*  Pre-requisites:   * **Education/Qualifications:** Tertiary qualifications in Information Technology or 5 years’ experience in similar roles. * **Communication:** Excellent communication skills, both written and oral, including the ability to identify and influence critical stakeholders to gain support for contentious, proposals/ideas. * **Behaviours:** A history of professional and respectful behaviours and attitudes in a collaborative environment. * **Adaptability:** The ability to effectively manage a number of competing priorities simultaneously, and carry out non-routine tasks under broad direction from senior staff. * ****Problem Solving:**** Proven ability to anticipate problems in ambiguous situations, develop appropriate solutions based on thorough evaluation and interpretation, and defend the conclusions with reasoned arguments.   Essential Criteria:   1. Demonstrated achievement in managing teams in an SAP environment with a service and customer delivery focus with experience in:    1. Development and management of staff;    2. Procurement and management of contractors;    3. Planning of deliverables, resources and outcomes. 2. Excellent knowledge of underpinning SAP technologies, development processes and solutions. 3. Demonstrated ability to work collaboratively across teams to influence outcomes. 4. Demonstrated skills in stakeholder management on complex and highly integrated solutions. 5. Demonstrated knowledge, understanding and commitment to principles of Workplace Diversity; Equal Employment Opportunity; Occupational Health, Safety and Environment; and Employee Participation.   **As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:   * Excellent science * Inclusion, trust & respect * Health, safety & environment * Delivery on commitments.   **In your application and at interview you will need to demonstrate alignment with these behaviours.**  ***Other special requirements:***  To be eligible for this position you must be willing and able to obtain and maintain an Australian Baseline Security Clearance. |

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| **Other Information:** |
| **How to Apply**  Please apply for this position online at [www.csiro.au/careers](http://www.csiro.au/careers). You may be asked to provide additional information (online) relevant to the selection criteria. If so, then responding will enhance your application so please take the time to provide relevant succinct answers. Applicants who do not provide the information when requested may not be considered.  If you experience difficulties applying online call 1300 984 220 and someone will be able to assist you. Outside business hours please email: [careers.online@csiro.au](mailto:careers.online@csiro.au).  **Referees**: Please provide contact details of two previous supervisor or academic/professional referees in your resume/CV. We will ask your permission before making contact.  **Contact:** If after reading the selection documentation you require further information please contact:  **Euan Sangstervia email:** [**Euan.Sangster@csiro.au**](mailto:Euan.Sangster@csiro.au) **or phone: (02) 6124 1450**  Please do not email your application directly to Euan Sangster. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation.  Find out more! [www.csiro.au](http://www.csiro.au).  **CSIRO Information Management & Technology (IM&T)** is committed to introducing and maintaining up-to-date, quality information services in support of CSIRO’s strategic objectives. Ongoing business engagement maintains strong connections between IM&T and CSIRO’s research areas so that our services are closely aligned with CSIRO’s strategic objectives, and forms the basis for IMTs annual Operational Plans. |