POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Assistant Manager (Project and Governance)
Position Grade	E3 – Assistant Manager
Category	Assistant Manager
Campus / Unit	Sarawak Campus – Information Technology (IT)
Term of Appointment	Full-time Appointment
Effective Date	October 2025

Position Purpose

The position is an administrative position at the Sarawak Campus. The appointee will be responsible for carrying out duties involving various functions of Information Technology designated by the Manager, Information Technology - mainly to oversee IT-specific project management, IT service management, communication, and IT governance and risk management.

Participation on Committees

The appointee will be required to participate on relevant committees as and when required for the efficient performance of duties and as directed by the Manager, IT; or Director, Administration; and/or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&CEO (Sarawak); or by an authorised personnel.

Supervision Reporting Relationships

This positions' supervisor/manager	Manager, IT, or any other person as assigned by an authorised personnel
Other positions reporting to this position	Executive(s) and Officer(s)

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

	KEY RESPONSIBILITY AREAS	
1.	**PROJECT AND GOVERNANCE**	• Lead and manage IT-specific projects, ensuring timely delivery and alignment with business objectives. • Develop and implement IT communication strategies to enhance user awareness and engagement. • Assist in the preparation of monthly, annual and ad-hoc IT performance reports and analyse the trending for decision making. • Assist in IT governance by developing, implementing, and enforcing IT policies and best practices. • Develop and maintain IT risk register to identify, assess, and mitigate potential threats to IT operations.
2.	**POLICY AND PLANNING**	Assist and support the Manager, Information Technology, to implement and to ensure compliance with all the policies relating to Information Technology.
3.	**RESOURCE MANAGEMENT**	• Establish and maintain materials and equipment storage. • Monitor material usage and check deliveries for the University. • Ensure system compatibility, maintenance of Swinburne Standard Operating Environment.
4.	**VENDOR RELATIONSHIP MANAGEMENT**	• Specify items required and obtain quotations as necessary. • Maintain good relationships with vendors.
5.	**REPORTS**	Prepare reports and provide accurate information as and when required by the Management.
6.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following: • Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; • Direct investigation of incidents and coordinate corrective actions as needed.
7.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
8.	**OTHER DUTIES**	Any other duties as and when required by the Manager, IT; or Director, Administration; and/or PVC&CEO (Sarawak); or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

	Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.	Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in computer science, IT, or other related discipline from a recognised institution with minimum of 3 - 5 years of relevant work experience including one (1) year at supervisory level in leading a team of staff. Master's degree holders in relevant discipline can be considered.	Essential
2.	Possess at least **TWO** relevant IT certification(s) in active status with minimum one at professional level and with active status in either project management, governance and frameworks, networking, servers, clouds, security, or others. (e.g. PMP, Prince2, COBIT , CRISC, CISA, ITIL or equivalent)	Highly Desirable

	Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.	Essential / Highly Desirable / Preferable
1.	A degree in Information Technology, Computer Science, or other related discipline. Relevant industry certifications such as ITIL, PMP, etc are preferred.	Essential
2.	Minimum of 4 years of experience in either of these areas: IT project management, IT service management, IT governance and IT Risk Management.	Essential
3.	Ability to lead complex IT projects, manage cross-functional teams, and drive business-oriented technology solutions. Proficiency in project management tools (e.g., Jira, Trello, MS Project) is beneficial.	Essential
4.	Strong verbal and written communication skills, with the ability to present IT policies, procedures, guidelines and updates to diverse audiences. Experience in preparing IT governance reports is advantageous.	Essential
5.	Ability to analyse complex IT challenges, propose innovative solutions, and drive continuous improvement in IT services.	Essential
6.	Strong organisational and documentation skills, ensuring accuracy and consistency in IT policies, reports, and service management records.	Essential
7.	Ability to work in a team environment, mentor junior IT staff, and foster a culture of innovation and compliance within the IT department.	Essential
8.	Strong knowledge of IT governance principles, regulatory requirements, risk management, and cybersecurity best practices. Experience with frameworks such as ISO 27001, NIST, and COBIT is a plus.	Highly Desirable
9.	Familiarity with IT infrastructure, cloud computing, cybersecurity, networking, and web technologies. Hands-on experience with ITSM tools is an advantage.	Highly Desirable

Applications:

The application must also include a separate document addressing each applicable element of the Key Selection Criteria (as listed in Section C above).