

POSITION DESCRIPTION

Position Title:	Service Continuity Co-ordinator		
Reporting To:			
Dept/Bus Unit:	Service Continuity Management		
Work Location:	Burwood (& Norwest)	State:	NSW

Overall Purpose of the Role:

Utilising high level integrated Infrastructure and Applications knowledge, the Service Continuity Co-ordinator will be responsible to the Service Continuity Manager for recovery of selected customer IT Systems and/or Environments in the event of a disaster, including (but not limited to):

- Mainframe platforms
- Midrange systems (UNIX, AS400, Tandem)
- Wintel systems
- Storage platforms
- Network Infrastructure
- Distributed systems (AD, DHCP)
- Applications verification
- Support to functional UAT

Leveraging strong relationships with service provider groups, the Service Continuity Co-ordinator will ensure all accredited systems and platforms are continuously recoverable through:

- Effective governance of Change Management activity
- Continuous review and improvement of plans and procedures
- Implementation of a set of workplace behaviours that align with a transformed, ITIL-based process set
- Recovery Control Centre Leadership and Co-ordination
- Workload assignment and management
- Influencing architectural strategy

The Service Continuity Co-ordinator will be proactively seeking direct engagement with internal resource stakeholders on a regular basis to report progress on agreed tasks, conduct regular reviews of readiness and manage risks associated with effective recovery.

The Service Continuity Co-ordinator will also play a key part in identifying, defining and organising detailed technical procedures for the purposes of improving system recoverability. Critical to success in this space is collaboration with EDS SME's to ensure plans and identified solutions meet client needs.

Responsibilities:

The Service Continuity Manager's responsibilities can be directly categorised by the ITIL process set, as follows:

- Develop, maintain and implement the IT Service Continuity Plan
 - Ensure all SPG's have current Recovery procedures for all systems
 - Manage Change activity in accordance with risk profile and DR impact analysis
 - ITSCM Plan maintenance
 - Educate all stakeholders in roles and responsibilities for ITSCM Plan
- Exercise and Execute the IT Service Continuity Plan

- Prepare and co-ordinate all SPG's to be ready for PRATAS, including resource allocation, environmental readiness and deployment plans
- Run Recovery Control Centre (RCC) operations, including systems flight deck, Applications, Connectivity and Incident Management capabilities
- Manage Service Continuity Escalation
 - Develop, maintain and communicate the DR risk register
 - Escalate threats in accordance with severity
 - Interface with Incident Management teams as required to ensure maximum decisioning lead time on disaster deployment

The Service Continuity Manager will also be responsible for contributing to the performance management profiles of each team member, as well as identifying opportunities for productivity and process improvement as part of EDS leadership and management frameworks.

Qualifications/Experience

- Solid high level understanding of integrated technology infrastructure
- Experience in managing matrix management relationships with internal stakeholders to produce outcomes, even when there are competing priorities
- Must meet and maintain security clearance requirements of EDS and relevant client(s) (including clearance for work within Australian Federal Government Departments)

Desirable Skills:

Desirable skills include:

- Stakeholder management in a matrix environment
- Project Management and Planning Skills
- Interpersonal Skills
- Communication Skills
- Negotiation
- Time Management
- Workload Planning
- Teamwork
- Problem Resolution
- Client Focus

An understanding of the following platforms:

- Mainframe
- Tandem
- AS400
- Unix
- Windows

Special Requirements: e.g. shift work - lifting – on-call required etc..

- Periodic weekend work is required as part of DR exercise calendar