



## Associate Delivery Manager

- **Contract Vacancy until March 2018. \$62K- \$85K p.a. + choice of 15.4% super**
- **Convenient CBD location in the heart of Ultimo (near Central Station)**
- **Stepping stone into a future Delivery Manager role**

### Working at the ABC

The ABC's a great place to work; you'll have a friendly and supportive environment to learn and grow in, with a vibrant, dynamic and cohesive team and a manager who will help you with any questions and give you regular opportunities to talk about your progress. We aim to reflect the diversity of Australia. We strive for equity and diversity in the workplace, and to promote a culture of opportunity. Through our services we seek to represent, connect and engage with all of the Australian community.

In line with our focus on diversity, applications are strongly encouraged from Indigenous Australians, people from a range of CALD (cultural and linguistically diverse) backgrounds, people with disabilities and a gender-balanced workforce. We also provide [various opportunities for Indigenous staff](#), including attending the national Indigenous staff conference, activities during NAIDOC week, regular networking events and mentoring support.

### About the Role

Juggling multiple priorities for various projects is just an ordinary day at work for you? Come and join ABC Technology which provides planning and support to the technical facilities that enable the ABC's creative teams to produce and deliver great content to audiences across Australia and around the world. Your key responsibilities will also include to:


- Provide service desk support to the day-to-day operations of ABC digital products
- From time to time, coordinate the delivery of online and mobile projects using the appropriate agile methodology (Scrum, Kanban, etc).
- Liaise directly with product managers to clarify requirements and communicate regular updates
- Coordinate program management of customer service perception and satisfaction
- Provide quality and quicker turnaround of customer/user requests

This is a fantastic opportunity as a stepping stone into a future Delivery Manager role: from time to time, this role will require to lead the end-to-end delivery of our projects, so we can bring our content in smarter and more personalised ways, delivering a more cohesive digital experience to our audiences. Appropriate support and mentoring will also be provided to facilitate your success in this position.

### About You

We are looking for a self-motivated and proactive team player with the willingness to learn and progress within the role and team.

- Experience in coordinating support desk type environment or project, ideally using Agile methodologies.
- Strong communication skills to liaise effectively with people at all levels;
- Experience working with various teams, including but not limited to UX Designers, Developers and Testers;
- Good analytical and organisational skills juggling multiple priorities with tight deadlines.

For an overview of the role, please refer to the position description:  [Associate Delivery Manager B4-6.pdf](#)

For further information contact Zilier Dos Santos Schumann, Senior Delivery Manager, on (02) 8333 5234.

Applications must be submitted via the online portal [HERE](#) | Applications Close: 1<sup>st</sup> May 2017.