POSITION DESCRIPTION



WESTERN SYDNEY UNIVERSITY

Product and Support Manager, Research

POSITION DETAILS

Position Title	Product and Support Manager, Research
Classification	HEW 9
Position Number	7015481
School/Office	Digital Services / Students, Teaching and Research
Division	Division of Operations

POSITION PURPOSE

The Product & Support Manager, Research provides strategic oversight of the product pipeline for the University's core research platforms. This role is accountable for defining the roadmap, setting priorities, and ensuring alignment of digital products with institutional strategies for research.

This role focuses on product strategy and governance, not delivery execution. It partners with Solution Architecture and DevSecOps functions to ensure products are successfully designed, implemented, and supported. Working across architecture, compliance, service design, and vendor ecosystems, it drives platform optimisation through collaboration, innovation, and strategic product leadership.

It provides a single point of accountability for research leaders in shaping the digital product agenda, ensuring that investments deliver value, comply with governance frameworks, and enable innovation in research.

KEY ACCOUNTABILITIES

- Prioritise and manage the product pipeline in consultation with academic and research stakeholders, balancing user needs, compliance requirements, and resource constraints.
- Oversee product lifecycle management, including enhancement, integration and retirement
- decisions.
- Act as a conduit between Faculties, Research Institutes/Centres and Digital Services, ensuring needs are translated into clear product requirements.
- Collaborate with senior stakeholders and enterprise architecture leaders to define system requirements, prioritise initiatives, and measure impact against strategic goals.
- Provide leadership and guidance to the team of product and support specialists and lead

cross-functional teams in the design, development, and deployment of integrated digital solutions.
- Monitor product performance and adoption, using metrics and feedback to inform prioritisation and continuous improvement.
- Facilitate user research and feedback loops by coordinating user interviews, surveys, and usability testing to validate assumptions and improve platform usability.
- Manage vendor and partner relationships for product-related services and ensure value delivery.
- Ensure all products meet cybersecurity, privacy, accessibility, and research ethics obligations.
- Champion innovation and digital adoption through product-focused initiatives

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Postgraduate qualifications in Education, Information Technology, Business, or a related field, or equivalent experience.
- Demonstrated experience in digital product management at enterprise scale, including strategy, prioritisation, and lifecycle management.
- Proven ability to set strategies, influence senior stakeholders, and oversee complex product portfolios.
- Experience engaging with academic, research, and professional leaders to align product direction with institutional priorities.
- Proven leadership in managing cross-functional teams and delivering strategic outcomes.
- Demonstrated ability to manage budgets, resources, and competing priorities in a dynamic
- environment.
- Demonstrated ability to interpret service performance data and apply it to product prioritisation and investment decisions.

Technical Proficiency

- Familiarity with product management frameworks and tools (e.g., road mapping, portfolio
- management software).
- Understanding of IT service management practices (e.g., ITIL) and their relationship to product.
- support models.
- Awareness of compliance frameworks (cybersecurity, privacy, research ethics, accessibility).
- Knowledge of enterprise platforms such as LMS, CRM, student management systems.

Desirable

- Certification or training in product management (e.g., AIPMM, Pragmatic Institute) or Agile
- delivery (e.g., SAFe, Scrum).
- Experience working in higher education or public sector environments.
- Familiarity with academic and research operations.

KEY RELATIONSHIPS

This position reports to: Executive Director, Students, Teaching & Research.

This position supervises a team of support and software engineering specialists.

Key internal relationships:
- Digital Services Leadership Team

- Product and Support Managers and Digital Business Relationship Managers in Digital Services
- Service Desk
- Associate Director Solution Architecture, Students Teaching & Research
- Research and Innovation Division stakeholders

Key external relationships:

- Technology vendors and partners
- Peer institutions and sector network

CHALLENGES

- Leading enterprise-wide transformation across legacy and modern platforms.
- Overseeing support for legacy technologies while planning and executing transitions to modern, cloud-native or integrated solutions.
- Ensuring consistent security and privacy controls across distributed systems and user groups including sensitive research data and student records.
- Keeping pace with evolving research technologies and digital engagement tools while maintaining operational stability and compliance.
- Navigating competing priorities and expectations across faculties, research centres, and central Divisions.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct.
- Work Health and Safety and Wellbeing Management System.
- Enterprise Agreement or Award.
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Grace Slade
Date: 16 November 2026