Position Title	Manager, Infrastructure and Operations
Employment Type	Permanent Full Time
Unit	IT
Location	Sydney
Award	NA
Award Level	NA
Date	October 2017
Reviewed by	Interim Director, IT and Senior HR Business Partner

Position Context

The IT department supports the College in achieving its strategic and operational goals and is responsible for all College technology development, maintenance and service delivery, including: systems architecture/network infrastructure, software development, hardware enhancement and support, voice/data communications, help desk/user support, website stewardship, social media applications, IT projects, data warehousing, technology needs, risk and security frameworks, business continuity, IT contracts and vendors, and IT advice.

Further, the IT department:
- Supports and maintains existing infrastructure including servers, networks, data centre environment, network and computer security, desktop, mobile device and telephone systems.
- Plans, purchases and implements new infrastructure for new or replacement systems.
- Assists College employees with their needs such as video conferencing equipment.
- Assists all functions of the College to identify, justify and implement appropriate technological solutions that assist in the achievement of College goals.
- Supports and maintains existing systems, ensuring their robustness, availability and effectiveness.
- Provides a source of advice and Information Management & Technology for the College.

Position Purpose

The Manager, Infrastructure & Operations is accountable for the totality of IT infrastructure and operations (I&O) in the College. This position is responsible for the effective and efficient delivery of all third-party and internally managed IT infrastructure used to support all business process across the enterprise. The Manager, Infrastructure & Operations will have solid technical infrastructure experience, strong project management acumen, excellent vendor management skill, plus a superior, service-oriented approach to infrastructure operations.

This position is also responsible for operational and service management processes to ensure quality, efficiency and agility goals are achieved. As a member of the IT management team, the Manager, Infrastructure & Operations contributes to the development and execution of the College-wide IT strategy, and ensures its alignment with the College's business strategy and the delivery of capabilities required to achieve business success.

Position responsibilities

- Set the mission and vision of the I&O unit to foster a business-oriented culture and mindset driven by continual service improvement techniques.
- Lead the development of the I&O strategy and roadmap, and ensure its integration with the overall IT and College strategic plans.
- Work with the IT management team on the service portfolio and governance required to prioritize resources.
- Act as a trusted advisor by building and maintaining relationships with other IT managers and business leaders to develop a clear understanding of business needs, ensuring cost-effective delivery of IT services to meet those needs, and responding with agility to changing business priorities.
- Develop and control the annual operating and capital expenditure budget for I&O to ensure it is consistent with the overall strategic objectives of IT and the College.
- Leverage influencing and negotiation skills across IT and the College to enable cost-effective and innovative shared solutions in the achievement of business goals.
- Participate in the assessment of external and internal technology capabilities required to achieve desired competitive positioning.
- Maintain currency on new technologies and platforms and provide direction on what emerging technologies should be assimilated, integrated and introduced within I&O to ensure IT capabilities respond to the needs of the College's business strategy.
- Champion I&O involvement in the IT organization's innovation efforts and its role in experimenting with new solutions to take advantage of business opportunities.
- Provide strategic direction and oversight for the design, development, operation and support of IT systems that fulfill the needs of the business, including the full life cycle of technical architecture, infrastructure engineering, infrastructure operations and IT service support.
- Direct the development of I&O sourcing strategy and provide executive oversight for strategic vendor and partner relationship management.
- Work with HR and the IT management team to develop the I&O "people strategy" to align with the overall College and IT strategy.
- Serve on IT planning and policymaking committees; drive the development of enterprise technology standards, governance processes and performance metrics to ensure I&O delivers value to the College.
- Meet industry accepted KPIs such as standard up time for the network.
- Establish and maintain a Standard Operating Environment (SOE) of both hardware and software.
- Establish and maintain an inventory of all IT assets.
- Manage and develop the capabilities of I&O team members to ensure engagement and sustainable high performance is achieved and maintained.

Competencies required for success

Title:	Skilled Definition:
Ensures Accountability	Holding self and others accountable to meet commitments
Collaborates	Building partnerships and working collaboratively with others to meet shared objectives
Manages Complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.

Develops Talent	Developing people to meet both their career goals and the organisation's goals
Directs Work	Providing direction, delegating, and removing obstacles to get work done
Drives Engagement	Creating a climate where people are motivated to do their best to help the organisation achieve its objectives
Cultivates Innovation	Creating new and better ways for the organisation to be successful
Organisational Savvy	Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics
Plans and Aligns	Planning and prioritising work to meet commitments aligned with organisational goals
Drives Results	Consistently achieving results, even under tough circumstances
Balances Stakeholders	Anticipating and balancing the needs to multiple stakeholders
Strategic Mindset	Seeing ahead to future possibilities and translating them into breakthrough strategies
Builds Effective Teams	Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals

| Reporting Relationships |
|---|
| **Reports to:** General Manager, IT
No of direct reports: 5
No of reports: 5 |
| Key Stakeholders |
| CEO & SLG General Manager, IT College management and staff College Program Management Office (PMOs) and project managers External vendors and technology leaders |
| Extent of Authority |
| Has authority to: Engage with all stakeholders both internal and external to deal with enquiries/complaints without referring to the General Manager, IT. Engage with prospective vendors to seek or provide information for the purpose of decision making. Direct employees and represent the General Manager, IT at both internal and external stakeholder meetings. Does not have authority to: Authorise expenditure or enter into contracts on behalf of the College above delegated authority. |

What Makes the Role Complex

- Balancing short term stakeholder needs with long term technological stability.

- Balancing the various and sometimes conflicting needs of a diverse stakeholder group.

- Delivering a high quality service with visible value-add without a direct budget.

Distribution of Work

- Stakeholder Management
- Strategic
- Specialised Knowledge
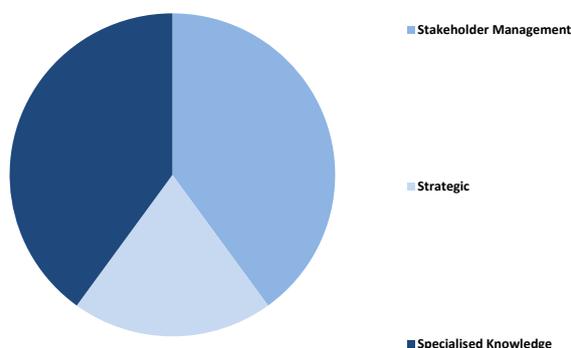
Essential Attributes

- Formal qualifications in computer science, information systems, business administration or related field, and/or equivalent work experience.
- 10+ years of experience in a similar position and/or environment. .
- 5+ years of experience in a management and/or leadership position.
- Demonstrated ability to develop and communicate an I&O vision that inspires and motivates staff and aligns to both IT and business strategy.
- Demonstrated ability to instil confidence in the business and validate the business value of IT.
- Effective influencing and negotiation skills in an environment where resources may not be in the direct control of this role.
- Excellent analytical, strategic conceptual thinking, strategic planning and execution skills.
- Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units.
- Deep understanding of current and emerging I&O technologies and how other organisations are employing them.
- Success in leveraging traditional best practices such as IT service management based on ITIL, as well as emerging methods like DevOps that are optimized for agility.
- Strong vendor management and partner relation skills to identify and leverage resources both internal and external to the organisation to enhance capabilities that support business objectives.
- Ability to drive organizational change and build infrastructure capabilities that effectively balance the need to continuously exploit capabilities with the need to deliver innovative and agile infrastructure and solutions
- Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to business leaders, and business concepts to the I&O workforce.

Desirable Attributes

- Expertise in budget planning and financial management preferably with chargeback models.
- Demonstrated ability to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are highly engaged and satisfied.

Would suit somebody who…..

- Understands the need for a flexible customer service approach where possible.
- Enjoys providing a valuable service to a professional organisation.
- Enjoys solving problems.
- Can see the bigger picture and also appreciates the details.
- Enjoys rolling up his or her sleeves when needed.
- Can work with a number of competing deadlines.
- Can be proactive when progress begins to slow.
- Values the input of others, even when opinions differ.
- Understands the importance of business needs and can balance the needs of a diverse client group.