Position Title: Infrastructure Lead Analyst
Reports to: IT Manager
Direct Reports: None
Level / Award: SCHADS Level 4
Department: Information Systems and Technology
Location: Footscray

Organisational Background:

Annecto's origins trace back to over six decades ago when in the 1950s, a handful of young families met regularly to connect, learn and play together. They all lived in the cluster of suburbs separated from the city by the Maribyrnong River. As new parents, they were excited to raise their children in the community they called home. They realized, too, that this was not an easy path for their children with disabilities. At the time, it was common for people with physical, developmental or mental disabilities to live in state-run institutions. The families who gathered saw this situation – where children just like their own would stay on the fringes of society – and knew that there had to be a better option for their kids, and that they had the responsibility to find it. This perseverance shaped the origins of Annecto. Through the 1990s, that vision expanded to recognise that, in much the same way people with disabilities had been isolated from the mainstream in earlier decades, older people faced the same issue and were often placed in care homes. Fast forward and Annecto has grown beyond anything the founding families could have imagined. Despite changes to government funding, emerging technologies, social shifts, and even a pandemic, Annecto is a leading provider of disability and aged care services across Victoria, New South Wales, Australian Capital Territory and Queensland with unbiased support of over 1,000 staff members. Just as in the early days of Annecto, community is at the heart of what we do. Find out more about us on www.annecto.org.au

Our vision

A society where everyone has the opportunity to live with equality and purpose.

Our purpose

Connecting individuals and communities to realise an inclusive society.

Value proposition

Annecto works alongside you to stay connected to what's important and live the life you want.

Our principles

The principles we believe in and live by:

Humanity – Every story matters
Every story matters, we will listen and work with you to celebrate your choices.

Interdependency – You and community
We will work collaboratively with you and your community.

Authenticity – Say it do it
We will show up for you. When we say we'll do something, we do it.

Emergence – Find a way
We walk alongside you, helping you find a way to live your life, no matter how you grow.

Position Characteristics:

The Infrastructure Lead Analyst reports to the IT Manager and is responsible for the overseeing the delivery and management of reliable and secure Infrastructure solutions covering Azure/Microsoft 365, virtualised environments, backup and disaster recovery, cyber security.

To supplement operations and projects across Annecto, this role partners closely with a Managed Service Provider (MSP) to help lead and deliver key projects and platforms required by Annecto, as well as ensuring a high level of customer satisfaction across all end-user support services, with a focus on continuous process review and improvement.

The Infrastructure Lead plays an active role in the research, design and development of Annecto's infrastructure strategy architecture, service delivery standards and best practices, and partners with an MSP to ensure successful delivery and management of this environment.

Position Responsibilities:

IST projects and services support Annecto's business strategy	• Assist the IT Manager in managing and developing an IT strategy aligned with Annecto's immediate and long-term business objectives • Develop and manage a program of work and projects and drawing on a range of expert advice including from MSP • Review systems for any upgrade and new projects within the organisation where Infrastructure support is required • Design fit for purpose support models for end-users.
IST projects and services are delivered at industry best-practice levels	• Working with the IT Manager, develop and manage the implementation of IT operational policies • Develop and manage the implementation of IT projects based on industry best practice, focused on risk for care industry considerations • Introduce cost-effective best practices related to the needs of the business needs of the organization • Review key performance metrics and indicators to ensure high performance of IT service delivery systems
Manage IT Infrastructure	• Design and develop a scalable IT infrastructure that benefits the organization in collaboration with IT Manager • Collaborate with the network engineer (MSP) to design infrastructure improvements and changes to reduce downtime in the organisation • Manage Annecto's Azure based and physical infrastructure equipment and systems including servers, PC's, peripherals to maximize uptime, protection of data and compliance with policy and best practice • Lead the planning and management of cloud and infrastructure support, systems and database administration, and network and security operations

Collaborating with Annecto's MSP partner to fully leverage their available services and skills	• Close partnership and collaboration with Annecto's MSP partner and manage the delivery of its SLA to achieve the best value outcomes for Annecto • Conduct timely meetings with MSP and ensure the performance is meeting the needs of Annecto's requirements
Annecto Senior Management are fully informed with regard to IST matters and fully understand the impacts of IST related decisions	• Partner closely with IT Manager to provide guidance related to IST risk management to enable better technology outcomes for the organisation • Assist in review of IT platforms and tools (software/hardware) and provide recommendations to management • Liaise with Applications team and Senior Managers to recommend technological solutions which assist improvement in Business Processes and operations • Identify future improvements and enhancements to processes and systems by gathering and analysing existing information and presenting requirements to IT Manager for new opportunities and potential solutions.

Position Success Criteria:

- Successfully delivery of current projects as per agreed upon project scope and budgeted resources.
- Ensure stability across current infrastructure, and initiate projects to migrate platforms to cloud based tools, where possible
- Partner with IT Manager and MSP to help deliver improved customer satisfaction across the IT operations space

Capability Profile:

- Relevant tertiary qualifications, a degree in computer science or IT, system analysis or a related study combined with significant demonstrated relevant professional experience.
- Highly regarded: MCSE, M365, Azure cloud technology, ITIL Foundation
- Demonstrated project planning and business analysis skills combined with an understanding of current network hardware, security protocols, and practices and standards.
- Experience in IT infrastructure planning and development and related strategies, policies and standards in a comparable care industry or medium sized enterprise.
- Demonstrated high level communication skills in dealing with a broad range of individuals, groups and organizations with the ability to liaise with clients.
- High degree of planning and problem-solving skills in relation to complex projects and services with a focus on the delivery of defined outcomes to achieve strategic objectives
- Experience working with Office 365 technologies and suite of products
- A problem-solving mindset, proactively looking for solutions to potential issues
- Knowledge of supporting/experience with the following technologies:

Essential:

- o MS Office Suite, including Microsoft 365
- o MS Exchange
- o MS Windows Server
- o MS Hyper-V
- o User & Security Group Active Directory administration
- o Azure
- o VM Ware
- o Networking Protocols
- o Active Directory Domain Services, Certificate Services,DNS

Highly regarded but not essential:

- o Manage Engine Service Desk Plus
- o MS SharePoint
- o SQL Server
- o Citrix XenApp
- o Veeam Backup and replication