POSITION DESCRIPTION

JOB TITLE	**IT Infrastructure Manager**
DEPARTMENT	**ICT**
REPORTS TO	**Group Manager, Business Systems and Technology**
DIRECT REPORTS	**Systems Administrator, Network Engineer, ICT Support Specialist's**

ROLE PURPOSE

The IT Infrastructure Manager is responsible for overseeing the reliable operation of the IT infrastructure at Southern Cross Care. The IT Infrastructure Manager works with all levels of Management to grow the organisation through the use of technological resources. Using an active and practical approach, the IT Infrastructure Manager will lead the team to attain the organisation's strategic goals established in the organisation's strategic plan.

The role will oversee the operational support team, with a focus on maintaining and supporting a large end user base, supporting and managing end user equipment and network services to ensure operational outcomes are maintained.

The role reports to the Group Manager, Business Systems and Technology and manages multiple ICT Officers.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Manage the provision of the SCC Service Desk	• Management of a customer focused ICT Service Desk team for Southern Cross Care. • Manage the proactive support to internal Southern Cross Care customers across multiple sites to deliver high quality services to our clients. • Manage the continuous improvement of the Service Desk processes and practices. • Manage the support team to deliver on the organisations agreed Incident Management Procedure, and report monthly. • Identify and evaluate opportunities for business-led innovation and development to deliver ICT solutions that meet internal and external customer needs. • Establish, monitor, report and manage the Service Desk performance metrics. • Taking part in an on call roster will be required.
System administration management	• Oversee the management, maintenance and support of the company's servers in Google Cloud, (GCP). • Oversee email and telephony systems on premise and in the cloud. • Oversee Google Workspace Admin, Google Identity and all end user/device licences. • Manage the network housekeeping, patching and maintenance tasks. • Manage the deployment of hardware and software products to support business needs. • Manage the maintenance of network and system documentation. • Manage the maintenance of ICT assets and software licences. • Manage the Backup and DR infrastructures and processes.

Manage the IT network administration	• Manage the support of the SCC LAN and WAN network segments and associated devices. • Ensure all equipment is fully patched and updated to improve security posture and network stability. • Pro-actively monitor and maintain network devices to ensure they are functional and experience minimum down times. • Manage the ongoing maintenance service including break fix response and troubleshooting. • Engage, manage and liaise with external contractors/consultants/suppliers to complete defined activities and service response. • Work closely with the ICT Security Manager to facilitate network security initiatives. • Manage and maintain our reference documentation and knowledge base. • Communicate configuration and design decisions to ICT team members. • Manage the full lifecycle of all network devices, from initial procurement and deployment to decommissioning and replacement. • Future planning of network topology and network device requirements.
Manage End user Environment	• Manage the support of end user equipment and access to cloud services. • Manage the ongoing maintenance service including break fix response and troubleshooting. • Engage, manage and liaise with external contractors/consultants/suppliers to complete defined activities and service response. • Ensure the full lifecycle of all end user devices, from initial procurement and deployment to decommissioning and replacement. • Ensure that all equipment registers and allocations are accurate and are regularly maintained. • Future planning of end user computing requirements.
IT Project development	• Work closely with internal customers to identify opportunities to improve ICT services to support Southern Cross Care's high standard of care services. • Develop, implement and evaluate ICT projects as needed to meet strategic objectives. • Contribute and manage the implementation of system changes. • Monitor changes or advancements in technology to discover ways SCC can gain competitive advantages.
Leadership and Management	• Manage changes to ICT service delivery, processes and practices across Southern Cross Care. • Provide management and leadership to the Information Systems and Technology team, supporting them to make effective decisions and judgements. • Actively manage the conduct, performance, training, mentoring and development of direct reports. • Establish and maintain relationships with internal and external stakeholders. • Participate and contribute as a senior member of the Technology team, including contributing to strategic planning and problem solving across all areas of ICT. • Providing expertise related to ICT matters to inform decision making related to ICT across Southern Cross Care.

Manager WHS Obligations	Ensure staff and others under your control work in a safe and healthy manner and take reasonable care to protect their own health and safety, and to avoid adversely affecting others including but not limited to: • Ensuring, as far as is reasonable, that staff under your control use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures and safe working instructions, specified work practices and associated WHS documents • Ensuring the successful implementation of all SCC WHS &IM policies /procedures / Safe Work Instructions, work practices and associated WHS documents within your area of responsibility.
Safe Work Environment (WHS)	Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to: • Report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others • As far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents • Identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues.
Other duties as required	• Provide 'after hours' support services on a rotational basis

PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Relevant tertiary qualification in IT
- Relevant Microsoft and/or network certifications

Experience

- Experience in managing an ICT team within a strong customer and solution focused environment
- Significant experience providing ICT support (both server and desktop) in a multi-site environment
- Experience in developing and managing ICT Service Desk systems and processes
- Demonstrated success in managing customer focused service improvement initiatives
- Demonstrated ability to train and coach staff to improve skill levels.
- Proven ability to manage up and contribute as part of a leadership team.
- Prove ability to work as an effective member of a broader team, demonstrating respect for colleagues and providing support to others as needed.

Skills

- Strong interpersonal and relationship management skills with an approachable demeanor
- Strong verbal communication skills
- Proven ability to listen and adapt communication style to audience needs
- Proven customer service focus and record of meeting internal and external customer needs
- Ability to manage change using a customer education approach
- Ability to deliver a proactive service to meet customer needs and manage expectations in accordance with Southern Cross Care (SA & NT) service level agreements
- Strong attention to detail
- Proven ability to plan, prioritise and organise work
- Highly effective time management skills
- Ability to remain calm under pressure and adapt to changing priorities
- High level proficiency with a wide range of ICT environments, applications, networks and devices, in particular:
  - Cloud based user environments
  - Experience with Google Workspace, Google Identity, Chrome OS and Google Cloud would be an advantage
  - Providing users with Level 2 and Level 3 support for applications and common networking issues
  - Microsoft Server
  - Active Directory management and support, Google directory and advantage.
  - VOIP, mobiles, MDM
  - Hardware
  - Peripherals
  - Virtual desktop infrastructure (VDI), including Citrix and vmware
  - Cisco, Fortinet networking devices
  - TCP/IP Networking.

Knowledge

- Comprehensive knowledge of ICT in a corporate networked environment, including operating systems and applications, hardware configurations, server operating systems.
- A basic knowledge of the requirements of the Aged Care Standards as are applicable to the role.

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & "Better for life" model
- Ability to build positive relationships with residents and their representatives
- Commitment to work collaboratively as a positive and productive team member
- Demonstration of integrity, calmness and personal resilience
- Commitment to provide person centred customer service
- Commitment to work to the best of your ability
- Commitment to a problem solving approach to managing risks.

Desirable Requirements

- A relevant degree or postgraduate qualification in Information Technology
- Microsoft desktop and server certification
- Network certification (e.g. CCNA or CCNP)

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC's "Better for life" model in everything I do
- Perform all duties and behave at all times in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC's approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modelling SCC's values at all times:

SERVICE	Be the difference to people in our community, through your service, dedication and positive commitment to helping others.
COURAGE	Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your teammates to do the same.
COMPASSION	Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU			
Name			
Signed		**Date**	

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1	09/06/2026				