

Position Description

Manager, Infrastructure Services

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	HEO9
Employment Type:	Full-Time, Continuing
Campus Location:	Location Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Manager, Infrastructure Services, is a critical role within La Trobe University's Information Services, reporting to the Associate Director, Cloud and Infrastructure Services within the Enterprise Services function. This position is responsible for managing the University's physical server and IT infrastructure, data backup and restore processes, storage environment, and Linux environment (excluding network infrastructure, VPN, firewalls, and network services). The role includes leading a team of Data Monitoring Specialists, Senior Linux Systems Administrators, and Senior Platform Engineers, ensuring that the infrastructure services are robust, secure, and aligned with the University's strategic objectives.

Duties at this level will include:

Strategic Leadership and Planning:

- Shape the strategic direction for infrastructure services, integrating internal and external policies, and making significant contributions to program development and implementation.
- Provide strategic support and advice, considering complex organisational structures, and participate in the annual business planning process to align with the University's objectives.
- Lead the development and implementation of infrastructure services strategies, ensuring they meet the evolving needs of the University.

Policy Development and Review:

- Conceptualise, develop, and review major professional, management, and administrative policies related to infrastructure services.
- Liaise with internal and external stakeholders to ensure policies are current and effective.
- Identify trends, strengths, weaknesses, opportunities, and risks in infrastructure services, enabling appropriate and timely action and reporting.

Resource Management and Performance Evaluation:

- Manage resource allocation within established constraints, overseeing diverse functions, and setting and reviewing long-term performance criteria and objectives for the infrastructure services team.
- Review infrastructure services performance, comparing them to best practices, identifying areas for improvement, and implementing changes that impact various University operations.
- Ensure the effective and efficient use of resources to achieve strategic and operational goals.

Stakeholder Engagement and Representation:

- Interact with senior colleagues across the University, internal and external committees, and other external bodies, providing high-level input on infrastructure services.
- Represent the University externally in sector groups and negotiations, framing relevant internal consultation and negotiation strategies.
- Maintain strong relationships with key stakeholders to ensure the delivery of high-quality infrastructure services.

People Management and Development:

- Develop, motivate, and mentor staff within the infrastructure services team, enhancing their capability to meet current and future requirements.
- Continuously monitor and manage staff performance, providing constructive feedback and support for high-quality contributions.
- Foster a culture of continuous improvement and professional development within the team.

Essential Criteria

Skills and knowledge required for the position

- Extensive experience in managing physical server and IT infrastructure, data backup and restore processes, storage environments, and Linux environments.
- Strong knowledge of best practices in infrastructure management, including security, performance optimisation, and disaster recovery.
- Proficiency in using infrastructure management tools and technologies.
- Excellent strategic planning and project management skills.
- Strong financial management and resource allocation capabilities.
- Effective stakeholder engagement and negotiation skills.
- Superior communication and leadership abilities.
- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Demonstrated experience working with and influencing senior management.
- Demonstrated experience managing and controlling budgets/resources/funding and an understanding of financial management procedures.
- Demonstrated experience developing innovative solutions and contributing to strategic planning.
- Proven experience and success in managing staff performance and development.

Capabilities required to be successful in the position

- Strategic thinking and the ability to provide visionary leadership in infrastructure services management.
- High level of accountability and decision-making authority.
- Strong financial acumen and resource management skills.
- Excellent stakeholder engagement and representation capabilities.
- Effective people management and development skills, fostering a culture of excellence and continuous improvement.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.

Essential Compliance Requirements

To hold this La Trobe University, position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities: