

Position Description

Associate Director, Cloud and Infrastructure Services

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	ESMC1
Employment Type:	Full-Time, Fixed-Term
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

As the Associate Director of Cloud and Infrastructure Services at La Trobe University, you will play a pivotal role in leading and managing the university's cloud and infrastructure services teams within the Enterprise Services function. Reporting directly to the Director of Enterprise Services, you will oversee two critical streams: Cloud Services and Infrastructure Services. In this executive position, you will be responsible for ensuring the effective management, operation, and security of the university's cloud and infrastructure platforms. Your leadership will be instrumental in supporting the organisation's strategic objectives, fostering innovation, and driving digital transformation initiatives. This role offers a unique opportunity to contribute to the advancement of technology services in higher education while leading a talented team in a dynamic and collaborative environment

Duties at this level will include:

Strategic Leadership and Governance

- Develop and implement strategic plans, policies, and governance frameworks for cloud and infrastructure services in alignment with the university's strategic objectives and industry best practices.
- Provide strategic advice and recommendations to senior management on cloud and infrastructure-related matters, ensuring compliance with regulatory requirements and standards.
- Drive continuous improvement initiatives to enhance service delivery, operational efficiency, and stakeholder satisfaction.

Team Leadership and Management

- Lead, mentor, and empower the Cloud Services and Infrastructure Services teams, fostering a culture of collaboration, innovation, and excellence.
- Set clear goals, objectives, and performance expectations for team members, providing ongoing feedback, coaching, and professional development opportunities.
- Promote a customer-centric approach to service delivery, ensuring the teams are responsive to the needs of internal and external stakeholders.

Service Delivery and Operations

- Oversee the delivery of Microsoft Platform administration, Azure Platforms, Cloud Orchestration, Cloud Operations, Cloud Security, Physical Servers, On-Prem Data Centre, and On-Prem Storage services, ensuring alignment with service level agreements (SLAs) and business requirements.
- Monitor service performance, identify areas for improvement, and implement initiatives to enhance service quality, reliability, and scalability.
- Manage vendor relationships and contracts, ensuring the effective procurement and delivery of cloud and infrastructure-related services.

Risk Management and Security

- Identify, assess, and mitigate risks related to cloud and infrastructure services, developing robust security measures and controls to protect the university's data and systems.
- Respond to security incidents and breaches, coordinating with relevant stakeholders to minimise impact and ensure compliance with regulatory requirements.
- Stay abreast of emerging threats and security trends, proactively implementing measures to safeguard the university's digital assets and information.

Stakeholder Engagement and Collaboration

- Collaborate with internal departments, business units, and external partners to address cloud and infrastructure-related requirements and priorities.

- Communicate effectively with stakeholders at all levels, building strong relationships and fostering a culture of trust, transparency, and accountability.
- Represent the university in external forums and industry groups, advocating for best practices and promoting the university's interests in cloud and infrastructure services.

Essential Criteria

Skills and knowledge required for the position

- Demonstrated experience in managing cloud and infrastructure services in a complex organisational environment, with a strong understanding of Microsoft Platform administration, Azure Platforms, cloud orchestration, and cloud security best practices.
- Proficiency in physical server management, on-premises data centre operations, and storage technologies, with hands-on experience in designing and implementing scalable and resilient infrastructure solutions.
- Excellent leadership and management skills, with a track record of leading high-performing teams and driving organisational change in a dynamic environment.
- Strong communication and interpersonal skills, with the ability to engage effectively with diverse stakeholders and communicate complex technical concepts in a clear and concise manner.
- Sound decision-making and problem-solving abilities, with a focus on delivering customer-centric solutions and achieving strategic objectives.
- Ability to direct, lead and control the work of other managers. Extensive knowledge and skills and many years of relevant experience in the Australian University sector, or a breadth of professional experience in industry; would commonly have achieved second- or further-degree level qualifications.

Capabilities required to be successful in the position

- **Strategic Vision:** Ability to develop and articulate a compelling vision for cloud and infrastructure services, aligning with the university's strategic objectives and digital transformation agenda.
- **Leadership Excellence:** Proven leadership capabilities, with the ability to inspire, motivate, and empower teams to achieve exceptional results and drive continuous improvement.
- **Technical Expertise:** Deep technical knowledge and expertise in cloud and infrastructure technologies, coupled with the ability to leverage technology to drive innovation and business value.
- **Risk Management:** Strong understanding of risk management principles and practices, with the ability to identify, assess, and mitigate risks effectively to safeguard the university's assets and reputation.
- **Stakeholder Engagement:** Exceptional stakeholder management skills, with the ability to build and maintain strong relationships with internal and external stakeholders and influence decision-making at all levels.
- **Collaboration and Teamwork:** Proven ability to collaborate effectively with cross-functional teams and external partners to achieve common goals and deliver value-added services to the organisation.
- **Change Leadership:** Ability to lead and manage organisational change initiatives, fostering a culture of innovation, agility, and continuous improvement.

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:

**WE ARE
CONNECTED**



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

**WE ARE
INNOVATIVE**



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

**WE ARE
ACCOUNTABLE**



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

**WE
CARE**



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: