Position Description

College/Division: Division of Shared Services
Faculty/School/Centre: Infrastructure and Campus Stream
Position Title: Associate Director, Shared Services (Infrastructure and Campus)
Classification: Senior Manager 2
Position No:
Responsible to: Deputy Director, Shared Services
Number of positions that report to this role: 2-4
Delegation(s) Assigned: D6

PURPOSE STATEMENT:
The Associate Director, Shared Services (Infrastructure and Campus) is responsible for the leadership and management of information technology, campus, and infrastructure related services under the responsibility of the Division of Shared Services. These services include support of teaching services, purchasing and deployment of IT hardware, campus bookings and hires, campus services and support of technical IT systems.

This position is ultimately responsible for the provision of high-quality advice and services and best practice leadership on infrastructure and campus related matters, ensuring a high level of service and operational expertise support the University’s goals in research and education.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:
The position reports to the Deputy Director, Shared Services and works in partnership with the Facilities and Services Division, Information Technology Services, Shared Services Stream Leaders and College/Divisional technical practitioners to deliver a high quality service to all areas across the University.

Role Statement:
Under broad direction of the Deputy Director, the position will:

- Manage a team of experts who provide high-level support and service in the areas of information technology including, but not limited to, purchasing and deployment of IT hardware.
- Manage a team of experts who support campus services including, but not limited to, venues and bookings and teaching support services.
- Collaborate with the Facilities and Services and Information Technology Services Divisions to ensure services delivered by the Division of Shared Services and across the Service Portfolio meet current best practice.
- High quality, authoritative, accurate and timely reports to relevant stakeholders.
- Contribute to the effective management and service improvement of the Division and the University more generally, including modelling good behaviours.
- Perform other duties as directed, consistent with the classification level of the position and in line with the principle of multi-skilling.
**SELECTION CRITERIA:**

1. Postgraduate qualification (or equivalent) in a relevant discipline related to management with relevant experience and proven expertise in the management of corporate services, including physical and IT infrastructure or an equivalent combination of experience and training.

2. Sound judgement and a proven ability to provide leadership in a large, complex organisation and to manage a team to successfully deliver exceptional client service.

3. An extensive knowledge and understanding of contemporary corporate service and customer delivery, in particular in the areas of campus support, IT Infrastructure, IT deployment, procurement and contracts and events.

4. Demonstrated ability to think and act strategically in the development and implementation of innovative better practice and human focused initiatives within a large, complex organisational environment.

5. Highly developed problem solving, consulting, interpersonal, report writing, time management and project management skills.

6. Ability to supervise staff and effectively manage resources.

7. A demonstrated high level of achievement in relation to incorporation of EO principles into strategic planning and the capacity to accept devolved responsibility for achievement of equity and diversity strategies.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

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<td>Printed Name:</td>
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*See the [classification descriptors for general staff](#)*

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**References:**

- [General Staff Classification Descriptors](#)
- [Academic Minimum Standards](#)