

Details

Area	University Services
Team	Operations & Infrastructure
Location	Flexible, all campuses
Classification	SL 1
Manager Title	Senior Director, Operations & Infrastructure

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Associate Director, Network & AV brings extensive and specialist knowledge of their area of expertise and an understanding of the complexities of the higher education environment. The role is recognised as a principal specialist in networks and AV and leads and motivates a team of professionals to collaborate and deliver outstanding advice and services to our customers. The role is likely to have interactions with more senior positions, particularly to resolve differences of view on professional or leadership issues. The role leads the enhancement of practices and methodology in networks and AV and recommends solutions to more complex university-wide issues in the design, implementation, management, and support of the university's networking infrastructure and audio-visual technologies.

The role reports to Senior Director, Operations & Infrastructure and provides advice, generally limited to their area of expertise, on issues of a strategic nature relating to networks and AV.

The Associate Director, Network & AV will:

- Lead, mentor, and inspire a team of skilled professionals, fostering a collaborative and high-performance work environment. Provide guidance and support to team members in delivering strategic initiatives, ensuring their growth and development.
- Develop and implement strategic initiatives that align with Deakin's goals and future needs. Collaborate with cross-functional teams to identify formulate and execute long-term strategies for the university's networking and AV technologies. Develop technology roadmaps for network and AV infrastructure and ensure that network and AV systems are aligned with the university's overall strategic objectives.
- Partner with key stakeholder and oversee the design, installation, and maintenance of robust, secure, and high-performing network systems. Ensure reliable network connectivity across all university campuses and buildings and implement and manage network security protocols
- Lead the team to manage the design, installation, and maintenance of audio-visual systems ensure AV systems support hybrid and remote learning environments. Stay updated on emerging AV technologies and trends, exploring opportunities to implement and provide AV support for university events
- Develop and implement strategies to foster robust security measures to protect the university's network from internal and external threats. Ensure AV systems are secure and compliant with relevant regulations and industry standards
- Collaborate closely with various stakeholders and across the University to understand their network and AV needs and ensure network infrastructure and AV technologies support university requirements.
- Facilitate training and support for faculty, staff, and students to maximise the use of AV and network technologies for teaching, learning, and administrative purposes.
- Lead the implementation of monitoring tools to track network performance and AV system functionality. Provide regular reports on network and AV performance, usage, and incidents. Continuously evaluate network and AV systems for improvement opportunities
- Establish and maintain relationships with vendors and service providers and negotiate contracts and service-level agreements. Continuously evaluate vendor performance

Accountabilities

- Establish benchmarks for team performance while flexibility managing resource limitations and time constraints. Display flexibility in responding to evolving demands. Foster an environment of continuous learning, encouraging team members by assigning responsibilities and tasks that empower them.
- Lead and motivate team members in resolving conflicts. Collaborate with peers from to identify and implement best practice approaches in strategic workforce management.
- Provide clear, constructive, and timely feedback in a manner that encourages learning and facilitates resolution. Grasp the strategic objectives and align activities accordingly, with a focus on long-term consequences.
- Define unambiguous performance standards and offer timely praise and recognition. Address under-performance promptly. Assume personal accountability for meeting objectives and driving progress. Exhibit proactive initiative by stepping in and fulfilling required tasks. Demonstrate unwavering commitment and drive towards goal achievement.
- Operate within the parameters of university objectives and professional standards. Contribute to XXX strategic direction and foster a collective sense of purpose by illustrating the integration of strategy components and their contribution to higher-level goals.
- Provide advice to senior leaders, influencing the overall direction, focus, and advancement of substantial programs. Monitor the external higher education landscape to inform the continual evolution and relevance of programs, systems, and processes.
- Maintain an unwavering focus on quality control. Foster a proactive approach in addressing stakeholder concerns to successfully deliver agreed-upon key projects.

Selection

- Qualifications and experience commensurate with appointment at level
- Extensive experience conceptualising, developing and implementing contemporary network and AV solutions, strategies and services to achieve a large organisation's objectives.
- A sound knowledge and understanding of contemporary relevant Network and AV practices.
- Demonstrated capacity to build and maintain strong and productive relationships with internal and external partners and customers.
- Proven ability to exercise judgement, influence others, be flexible and adaptive to environmental changes and priorities, and gain support for new plans, programs or initiatives.
- Highly developed consulting, interpersonal, communication (written and oral) and presentation skills
- Demonstrated capacity for analytical and conceptual thought in the diagnosis of problems and in providing innovative, timely, relevant and practical solutions.
- High level project management, research and report writing skills.
- Demonstrated ability to develop collaborative work teams and proven capability to achieve quality customer service to clients and quality improvement to a wide range of practices and services.

Capabilities

- **Leads Culture** creates transparent, engaged and inspiring cultures, leads culture change.
- **Develops Talent** develops inclusive, capable and engaged teams to meet organisational needs.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Innovates** creates an environment where creativity and innovation are valued.
- **Shapes Direction** sets an inspiring purpose, vision and direction, develops strategy.
- **Inspires Results** translates strategic priorities into reality, inspires outcomes through others.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria, domestic and/or international to attend conferences, events and to represent the university.
- This position requires the incumbent to hold a current Working with Children Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.