

Position Description



Our Values

We value life
We make every conversation count
We will find a better way, today
We make the complicated simple

Position Title	Cloud Operations Lead
Position Number	
Band / Job Group	TAC JG6 / WSV Band 10
Division	<p>IT Shared Solutions</p> <p>IT Shared Solutions (ITSS) is a collaborative division that delivers IT services across both the TAC and WorkSafe Victoria.</p> <p>The TAC pays benefits to people injured in transport accidents. Working closely with Victoria Police and Vic Roads, the TAC also develops campaigns that increase awareness of issues, change behaviour and reduce the incidence of road trauma. Our aim is to have zero deaths and serious injuries on our roads.</p> <p>WorkSafe Victoria plays a critical role in the lives of Victorian employers and workers - as the state's health and safety regulator and as the manager of Victoria's workers compensation scheme. In both capacities, employers and workers are at the heart of our service.</p> <p>Our aim is to keep all workplaces healthy and safe, and to deliver high quality care and treatment when workers are injured.</p>
Branch	IT Service Delivery
Location	Geelong
Reports To	Senior Manager, Platform Delivery
Number of Direct Reports	Nil.
Working with Children	Is a Working with Children check required for this position? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Financial Delegation	Nil.
Job Purpose	<p>The Cloud Operations Lead will develop and deploy strong governance practices and processes to assure the management of multiple technical domains. They will ensure the operational delivery of the technology services is performed to agreed service levels by external suppliers.</p> <p>The role will drive both the re-active and pro-active ITIL support processes to manage the platforms. This includes incident, problem, change, configuration, access, release, knowledge management, service improvement, and early identification and management of service risks to manage availability and capacity.</p> <p>This role will provide technical leadership and direction to colleagues (projects, designers and architects) and vendors to ensure alignment of the services provided by the technology domains with the ITSS KPIs.</p>

KEY ACCOUNTABILITIES

1. Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability, including the development and implementation of new availability techniques and methods.
2. Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.
3. Assure delivery of platform changes and enhancements according to the agreed standards, practices and techniques, undertaking the assessment and analysis of the change required, through to development and implementation, ensuring all required documentation is complete and usable for end users and support.

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4. Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements which may be in place. Leads capacity modelling and forecasting over the organisation's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity issues.
5. Drafts and maintains procedures and documentation for infrastructure applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures.
6. Develops strategies for managing the technology domains on a level of criticality of information, managing compliance with regulatory and security requirements. Align investments in technology domains with security and data management policies to meet the business goals based on the information value, classification of data, recovery point and recovery time objectives.
7. Other tasks and duties as directed, including out of hours support as required.

Organisational Responsibilities

As defined by the Occupational Health and Safety Act 2004 - Victoria employees of TAC and WorkSafe Victoria are to take reasonable care to ensure their own safety, not place others at risk by any act or omission, follow safe work procedures, report hazards and injuries and cooperate with the employer to meet work health safety obligations.

Role model all TAC Leadership Model capabilities and behaviors; Adapt & Learn, Embrace Accountability, Cultivate Partnerships, Empower Others, Exercise Judgment, Deliver Outcomes, Shape Strategy & Direction and Lead Transformation.

Participate in identification and development of initiatives, risks, changes, recommendations and implementation of appropriate work practices, policies and guidelines to improve efficiency and/or effectiveness of work.

KEY SELECTION CRITERIA

Relevant Qualifications, Work Experience & Specialised Knowledge

- Relevant tertiary qualifications and/or substantial experience
- Significant experience in a similar technical assurance role, in a complex multi sourced environment.
- Demonstrated ability to work independently and collaboratively to manage applications or platforms.
- Highly developed interpersonal and verbal communication skills, with strong customer focus and ability to understand issues, manage expectations, gain agreement, and resolve conflicts.
- Experience in the management of platform operations and support with proven delivery to agreed SLAs.
- Advanced verbal and professional written communication skills; proven ability to write quality business documentation, functional artefacts, and technical documentation for a wide variety of audiences and purposes.
- Strong conceptual and analytical skills and an ability to think laterally to identify practical and workable solutions.
- Demonstrated organisational skills with the ability to prioritise tasks, work accurately with attention to detail, and meet deadlines.
- Understanding of the ITIL framework and application of its principles.
- Extensive experience and technical expertise in one or more of the following areas:
 - Application Environment (Application and Integration Services, Development toolkits, Application delivery software, Batch & Job Scheduling, ERP applications)
 - Database Management (Oracle, DB2, MS SQL, Database Replication & Clustering)
 - Security Management (IDAM, Sentinel, AD, NetIQ, RSA, IPS, IDS, Vulnerability Management)
 - Network (Cisco, Checkpoint firewalls, F5 load balancers)
 - Servers (Blades, Chassis, ESXi, Windows Server 2008/2012, Linux, VMWare, Citrix, AIX, Backup)
 - SAN (Netapp, IBM, HP)
 - Desktop (Printing, SOE - Windows 7/10, MS Office, Direct Access, Remote Access)
 - End User Devices (Desktops, Laptops, Tablets, Smart phones, Modems, Printers)



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Capabilities

- o Collaboration (Lotus Notes, Skype for Business, Outlook/Exchange, SharePoint, Office365)
- o Systems Management (SCCM, Intune, MDM, Monitoring, Service Desk)

Adapt and Learn: Regularly seeks feedback and reflects on own capabilities, actively pursuing ways to develop and apply new capabilities

Adapt and Learn: Positively manages self and team during change, uncertainty and adversity, bouncing back after setbacks

Cultivate Partnerships: Takes specific steps to encourage the team to work together and with internal and external stakeholders

Deliver Outcomes: Demonstrates energy and an appropriate sense of urgency towards achieving team goals

Exercise Judgement: Supports and encourages creative thinking when developing solutions, coming up with new ways to look at problems or issues

Deliver Outcomes: Sets goals and stretch targets that support higher standards of performance for self and others

Embrace Accountability: Confronts tough challenges quickly, confidently and directly and supports others to do the same

Lead Transformation: Actively seeks opportunities to align processes, systems and people to achieve business benefits from the change

