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| **Position Description** |

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| **Senior Manager, Networks & Facilities** | | | |
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| **Position No:** | | 50145650 | |
| **Department/Team:** | | Enterprise Services | |
| **School/Division:** | | Information Services | |
| **Campus/Location:** | | Bundoora | |
| **Classification:** | | HEO10 | |
| **Employment Type:** | | Continuing | |
| **Position Supervisor:**  **Supervisor Position Number:** | | Director, Enterprise Services  50145598 | |
| **Other Benefits:** | | <http://www.latrobe.edu.au/jobs/working/benefits> | |

Further information about:

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

50145650\_Senior Manager, Networks & Facilities

**For enquiries only contact:**

Name: TEL: Email:

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| **Position Description** |

**Senior Manager, Networks & Facilities**

**Position Context:**

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Enterprise Services department within Information Services is responsible for the design, implementation and management of all core IT services utilised by all Information Services (IS) teams and University stakeholders. Critically Enterprise Services is also the day to day ‘front of house’ for the University Community through the provision of the IS Customer Service Desk.

Enterprise Services also serves as the IT quality assurance hub for the University through the provision of testing strategy, standards, practices and deployment management as well as setting and governing the implementation of ITIL practices for IS.

The Enterprise Services department provides design through to monitoring and optimisation of core infrastructure services.

The Networks & Facilities team develops, operates and supports the University IT network and data facilities as well as various services that run over the network on all sites (including, but not limited to, services such as: data centres, communication rooms, network monitoring, firewalls, network communications, wifi, network design, network segementation, and network security), in hosted, virtual and cloud environments, as required.

They participate in projects and provide timely response and resolution of all issues and work requests.

Duties and level of responsibility include, but are not limited to:

* Manage a team of technical specialists with accountability for ensuring the successful provision of network services and data facilities (in hosted, virtual and cloud environments, as required), participation in projects, and providing timely responses and appropriate resolution of all issues and work requests.
* Work within project/program construct to establish approach, estimates and deliver to the agreed outcomes as set out in approved plans.
* Establish and maintain network services standards and processes, including revisions to implement improvements.
* Ensure the team's practices and process are aligned with the IS standards, practices, processes and governance.
* Produce and maintain systems and service documentation.
* Ensure the stability, performance and security of the network systems and data facilities delivered by the IS.
* Ensure network systems and data facilities cater for current and planned future growth of capacity and aligns with University future plans.
* Effectively manage and strengthen vendor relationships to align vendor products and services with enterprise strategy and IS service objectives.
* Oversee the services delivered through third parties and ensure delivery is according to contracted terms.
* Provide 24 hour/7 days-a-week rostered, on-call support for critical IT services in accordance with the La Trobe University Collective Agreement On-Call Arrangements, as required.
* Management of Network and Data Facilities Assets, including purchase, implementation, ongoing support and disposal.
* As part of a continuous improvement approach in enhancing the strategies employed in technology spending, in consultation with other IS teams, implement a configuration management process and Configuration Management Database (CMDB).
* Accountable to ensure management of inventory of enterprise level Configuration Items and assets, including dependencies and attributes, making sure that modifications, withdrawals, and additions of existing ones are correctly recorded by the team to ensure that the vendor contracts are complied with.
* Incorporate change management activities including stakeholder management, communication, enablement and securing executive support.
* Contribute to Business Continuity Planning, and be responsible for Primary & Disaster Recovery facilities.

**Leadership accountabilities include:**

* Driving a culture of empowerment and achievement, inspiring the team to learn, develop, and unlock their potential and succeed.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and the team accountable for demonstrating targeted behaviours.
* Actively contributing to shaping the team within the context of the division and in alignment with La Trobe strategies.
* Understanding the whole of University context and supporting the CIO, IS leadership team and staff in executing assigned initiatives, taking the needs of others into account.
* Building a high performing team through succession and workforce planning practices; recognising the value of and promoting diversity in the workplace.
* Responding flexibly to changing circumstances, deploying resources astutely and identifying optimum resourcing combinations.
* Creating a flexible environment that supports and enables the team to meet changing demands.
* Delivering constructive feedback and managing under-performance.
* Offering support to the team in times of high pressure.
* Celebrating success and engaging in activities to maintain morale.
* Being an influential contributor to decisions over the allocation or use of team's resources, making short-medium term commitments without authorisation from higher levels, taking into consideration team's total accountabilities and workload.
* Develop and implement a roadmap for transformation for their team's systems and services to meet the current and future University needs and aligned with the Business Architecture Roadmaps.
* Ensuring that University and divisional processes, practices and standards are adhered to.
* Instituting personal and team reflection and evaluation practices to drive a continuous model of improvement.
* Taking accountability for Career Success and development planning of self and team.
* Conducting productive stakeholder engagement, partnership and relationship management, interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.

**Key Selection Criteria:**

* Demonstrated experience in a leadership role, delivering IT Network and Data Facilities solutions (in hosted, virtual and cloud environments) to business priorities, including prioritising and delivering plans of work in collaboration with business, technology and external delivery partners, designed to meet strategic goals.
* Proven advanced knowledge of contemporary network technology and data facilities and awareness of industry developments and demonstrated ability to apply these in a complex, corporate environment.
* Demonstrated capability to identify and engage effectively with the projects and establish collaborative trusted working relationships required to deliver technology solutions designed to enhance business outcomes, including management to financial and service Key Performance Indicators.
* Demonstrated experience engaging and managing external vendors to service delivery outcomes.
* Demonstrated experience of project delivery methodologies, such as SDLC and Agile
* Demonstrated experience of ITIL, in particular Change Management, Incident Management and Problem Management.
* A degree with substantial extension of the theories and principles, learned through relevant work experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Proven ability to deal with concepts, complex information or situations in an efficient and effective manner.
* Demonstrated experience in the management of people and material resources - including demonstrated ability of: achieving outcomes through leadership of a high performing team; managing budget allocations; mentoring and coaching team members through all stages of career and personal development; taking responsibility for achievement of objectives and programs affecting the division and more broadly the University.
* Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
* Excellent interpersonal and customer relationship skills and demonstrated experience in liaising with internal and external stakeholders (including vendors) at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.

**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.

**La Trobe Cultural Qualities:**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: