



POSITION DESCRIPTION

IT ID	ID244
Position:	00003684 – Manager Data Integration and Digital Platforms
Work Area:	Information Technology
Classification:	Level 10
Supervisor:	ID61 – Associate Director Enterprise Services

VISION

To become Australia's premier regional university.

MISSION

Enriching our regions, connecting with our communities and creating opportunities for all.

VALUES

At UniSC we will:

- Advocate for equitable access to education and knowledge
- Recognise and embrace diversity and inclusion
- Champion environmentally sustainable principles and practices
- Commit to fair and ethical behaviour
- Respect our people, our communities, and their potential
- Be accountable to ourselves and each other
- Strive for excellence and innovation in all that we do

OVERVIEW OF INFORMATION TECHNOLOGY

The Information Technology (IT) department at UniSC is a pivotal element in the university's pursuit of academic and research excellence. Digital transformation and IT are vital in supporting UniSC's goal to become Australia's premier regional university in Australia. With a focus on enhancing teaching, learning, and research, the department features a robust technological infrastructure and a dedication to innovative strategies. Engaging closely with the UniSC community, IT provides essential technology services while proactively seeking new opportunities. This approach enables/supports IT to serve as a strategic business partner, significantly contributing to the institution's progress.

IT aids staff and students in their academic and professional pursuits through outstanding client services, efficient project management, and state-of-the-art applications and cloud infrastructure. The department is dedicated to safeguarding digital assets and promoting a secure online environment. By keeping innovation front-of-mind, IT ensures that UniSC is at the forefront of technological advancement in the educational sector.



ABOUT ENTERPRISE SERVICES

Enterprise Services enables the University's need to have the robust and dynamic systems that support its strategic priorities and needs. This is the backbone of IT services, be it digital, data and integration or business applications. This function, based on DevSecOps methodology, focuses on delivering improved operational efficiency, and elevated service delivery to enable greater access, reliability, and collaboration for a range of outcomes such as cross-disciplinary research and high-quality teaching and learning outcomes. These services focus on ensuring that our IT ecosystem is operational, applications are owned, maintained, and patched, and networks are operating as required. This team is responsible for both the build and run of the enterprise technologies and business applications, including data integrations. This means they are responsible for building or delivering new technologies and supporting all legacy and current applications. They are responsible for building and running these applications and platforms (on-premises and cloud services) in line with the enterprise architecture and cybersecurity requirements and policies. This team is also responsible for the migration to cloud services and decommissioning of the on-premises data centre, enabling UniSC to achieve its digital transformation goals.

Enterprise Services consists of two teams:

- **Data Integration & Digital Platforms** – responsible for data management structures and metadata to support consistency of information retrieval, combination, analysis and pattern recognition required for data integration across the organisation. With a crucial responsibility to ensure smooth data flow across various digital workspace platforms, this also includes cloud and core technologies that provide reliable storage, operating systems, telecommunications, network and endpoint infrastructure.
- **Business Application Services** – responsible for taking a DevSecOps approach to building and running UniSC's application suite in line with the enterprise architecture and cybersecurity requirements and policies.

PRIMARY OBJECTIVES OF THE POSITION

1. Responsible for managing the provision of a reliable, scalable, affordable and secure technology infrastructure (cloud and on-premises) and networks to support current and future organisational needs.
2. Ensure quality control and standards and effective risk management through the development and implementation of relevant performance indicators, IT policies and standards, and technical/procedural documentation.
3. Contribute to strategic planning and budget processes by providing specialist expertise and technical advice through high-level consultation with administrative and academic key stakeholders and external vendors.



NATURE AND SCOPE OF POSITION

The Manager, Data Integration and Digital Platforms, under the broad direction of the Associate Director Enterprise Services, manages a team that provides strategic planning, leadership, direction, operational management and service delivery of the University's Data Centres, networks, client systems, data integrations and associated IT infrastructure, both on premises and cloud based. The Manager, Data Integration and Digital Platforms, leads the development of standards, policies and work practices and manages the effective implementation of these within the University Data Centres and IT Systems environments.

This position directly supervises a team of 18 professionals.

CHALLENGES AND PROBLEM SOLVING

- Managing the complexity of the IT infrastructure with a small team
- Ability to focus on and deliver more than operational priorities and deliver uplift and improvements in a complex and ever-changing technical environment
- Developing and maintaining good working relationships with peers across geographies and organisation units
- Maintaining data integration and digital platforms service delivery inline with the strategic roadmap
- Dealing with vendors with varying levels of maturity and performance
- Overseeing multiple providers to ensure quality of service delivery for the University
- Recruiting and retaining high performing staff whilst navigating University resource constraints
- Maintaining appropriate and necessary skills to meet strategic and service goals in an environment of significant change
- Advocating for prioritisation and budget to eliminate technical debt or outstanding Problem tickets
- Supporting the transitioning of the University smoothly to Cloud Infrastructure

DECISION MAKING

Decision making skills are required in the Business Applications, Data and Integration team including:

- Managing to the allocated budget and resources
- People Management Strategies and Planning for Team

INTERPERSONAL RELATIONSHIPS

Key Relationships	Purpose
Internal:	
Associate Director Enterprise Services	<ul style="list-style-type: none"> • Provide high-level strategic advice. • Receive direction, guidance, and approvals.
Other Associate Directors in IT	<ul style="list-style-type: none"> • Provide services and advice to enable these managers to achieve their KPI's.



Key Relationships	Purpose
	<ul style="list-style-type: none"> Teamwork and Collaboration in Strategic, Operational and Project Activities.
Other IT Personnel	<ul style="list-style-type: none"> Provide services and advice.
Middle and Senior Managers across the University	<ul style="list-style-type: none"> Provide services and advice to enable these managers to achieve their KPI's and UniSC goals.
External:	
University Sector	<ul style="list-style-type: none"> Share experiences and expertise. Participate in joint initiatives.
Strategic Partners	<ul style="list-style-type: none"> Liaise regarding domain and industry strategy & direction.
Technology Partners	<ul style="list-style-type: none"> Liaise regarding continuity and performance of existing services and to provision new services.
Key Stakeholders including business and community representatives	<ul style="list-style-type: none"> Liaise and maintain close relationships with various representatives
Committee Participation:	
Change Advisory Board	<ul style="list-style-type: none"> Member of and oversees the operation of this committee, which discusses changes and release of systems in the IT environment of the University.
Architecture, Security, Innovation & Assurance Committee (ASIA)	<ul style="list-style-type: none"> Member of this committee, reporting and reviewing IT Enterprise & Innovation demand and Architecture proposals.

KEY ACCOUNTABILITIES OF THE POSITION

Key responsibilities of the position will include the following:

1. Enhance, monitor, and maintain the health and security of the University's Data Centres, networks, client systems and associated IT infrastructure, both on premises and cloud based. Ensuring that the ecosystem remains current and does not near end of life (EOL) or end of support (EOS)
2. Ensuring up-to-date documentation for all production platform components and systems, and their configuration, including rules and policies, managed through IT change control
3. Ensure up-to-date asset classification and cost profiles across the ecosystem
4. Actively contribute to Business Continuity planning and activities
5. Develop and implement performance indicators and management strategies to ensure that services provided (delivery and support) by the teams are reliable, accountable, responsive, consistent, and equitable



6. Liaise with IT teams to coordinate the effective management of infrastructure and network operations, security, backup, capacity, availability, ensuring performance capacities and capabilities are reviewed to meet future demands
7. Implement and coordinate activities required to deliver outcomes in support of departmental engagement, projects, architecture, and other ICT service management initiatives
8. Develop specialist expertise and provide high level administrative and technical advice to IT and other areas of the University in support of any planned solution updates or deliveries
9. Contribute to the University's strategic priorities, by actively contributing to the University's capital and asset management plans
10. Appropriate and regular information to senior management and peers
11. Assist with the IT strategic planning process, including developing budget submissions
12. Providing guidance, setting clear expectations, offering constructive feedback, fostering a supportive learning environment, and facilitating professional development opportunities
13. Contribute to a positive and safe work environment for you and others, by modelling and promoting conduct that is culturally capable, inclusive, respectful, and ethical.

KNOWLEDGE SKILLS AND EXPERIENCE NECESSARY

Applicants need to demonstrate they meet the following **Selection Criteria**:

1. Post graduate qualifications in Information Technology or Computer Science or extensive relevant experience or including proven team management expertise.
2. Significant experience in managing IT Infrastructure and Networks for hybrid on-premises and cloud-based ecosystems with external interfaces.
3. Extensive experience in Cloud transformations, managing the transition of workloads to cloud native environment
4. Hands-on experience with infrastructure and/or network management in large complex multi-location organisations.
5. The ability to analyse business needs and conceptualise and develop innovative, scalable, and sustainable solutions within a complex environment.
6. Capable of communicating technical aspects and their impact to non-technical stakeholders.
7. Experience in the application of ICT best practice frameworks such as ITIL (Information Technology Infrastructure Library) for IT Service Delivery.



8. High-level communication and reporting; relationship management of internal and external stakeholders through excellent interpersonal, organisational and communications skills, including confidentiality and diplomacy, active listening, empathy, and respect within a team environment.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

It is expected that applicants can demonstrate they can operate at the level of responsibility for the key SFIA skills defined below:

SFIA Level	Level Definition	SFIA Skills
7	Set strategy, inspire, mobilise	None
6	Initiate, influence	Information Systems Coordination (ISCO); Enterprise & Business Architecture (STPL); Investment appraisal (INVA); Systems Design (DESN); Software Design (SWDN); Network Design (NTDS); Storage Management (STMG); Service Level Management (SLMO); Performance Management (PEMT)
5	Ensure, Advise	Strategic Planning (ITSP); Innovation (INOV); Emerging Technology Monitoring (EMRG); Quality Management (QUMG); Benefits Management (BNM); Systems Integration & Build (SINT); Testing (TEST); Knowledge Management (KNOW); Technology Service Management (ITMG); IT Infrastructure (ITOP); System Software (SYSP); Network Support (NTAS); Systems Installation & Removal (HSIN); Configuration Management (CFMG); Service Catalogue Management (SCMG); Facilities Management (DCMA); Availability Management (AVMT); Capacity Management (CPMG); Problem Management (PBMG); Organisational Facilitation (OFCL); Professional Development (PDSV); Resourcing (RESC); Stakeholder Relationship Management (RLMT);

Additionally, in accordance with UniSC's Staff Code of Conduct – Governing Policy, all staff are expected to display professional behaviour, communicate respectfully, and perform their duties responsibly.

A position description is not intended to limit the scope of a position but to highlight the key aspects of the position. The requirements of the position may be altered to meet the changing operational needs of UniSC.

UniSC is committed to creating a work and study environment that values diversity, facilitates equitable access and full participation.