Position Description

Senior Manager, Cloud Services

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Systems
Department:	Enterprise Services
Classification Level:	HEO10
Employment Type:	Full-Time, Continuing
Campus Location:	Melbourne (Bundoora)
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Position Context/Purpose

The Senior Manager, Cloud Services, is a pivotal role within La Trobe University's Information Services, reporting to the Associate Director, Cloud and Infrastructure Services within the Enterprise Services function. This position is responsible for managing the University's cloud services and platforms, including the Microsoft M365 environment, Azure Services, identity and access management, multi-factor authentication (MFA), Microsoft platform licenses, and Azure management. The Senior Manager oversees a team of database administrators, cloud platform engineers, and Microsoft systems administrators, ensuring that the University's cloud infrastructure is secure, efficient, and scalable to support the University's strategic objectives.

Duties at this level will include:

Strategic Leadership and Planning:
- Provide strategic direction for the University's cloud services and platforms, integrating internal and external policies, and adapting strategies to meet new demands.
- Lead the development and implementation of significant policies, objectives, programs, and plans in alignment with the University's strategy.
- Manage major projects and initiatives with substantial resources and strategic impact, ensuring successful delivery and alignment with University goals.

Accountability and Decision-Making:
- Be fully accountable for achieving objectives and programs within the cloud services area, with the authority to amend policies and systems impacting the University.
- Influence decisions related to the allocation and use of substantial resources, ensuring optimal use of budgets and financial resources.
- Review performance and services, identifying areas for improvement, and implementing changes that enhance various University operations.

Financial Management and Resource Allocation:
- Manage substantial budgets, with the discretion to re-allocate funds within budgets and approve significant expenditure items.
- Commit the University to significant contractual or resource obligations, ensuring value for money and strategic alignment.
- Oversee financial planning and forecasting for cloud services, ensuring financial sustainability and efficiency.

Stakeholder Engagement and Representation:
- Engage in high-level liaison with internal and external stakeholders, fostering strong relationships and collaboration.
- Represent the University externally in sector groups and negotiations, ensuring the University's interests are well-represented.
- Develop internal consultation and negotiation strategies, considering the views and interests of various stakeholders.

People Management and Development:
- Lead, manage, and motivate staff within the cloud services team, fostering a culture of high performance and continuous improvement.
- Develop and enhance staff performance, setting and reviewing long-term performance criteria and objectives.
- Mentor staff to meet current and future role requirements, providing constructive feedback and support for high-quality performance contributions.

Essential Criteria

Skills and knowledge required for the position
- Extensive experience managing cloud services and platforms, including Microsoft M365, and Azure Services.
- Strong knowledge of identity and access management, multi-factor authentication (MFA), Microsoft platform licenses, and Azure management.
- Proven ability to lead and manage technical teams, including database administrators, cloud platform engineers, and Microsoft systems administrators.
- Excellent strategic planning and project management skills.
- Strong financial management and resource allocation capabilities.
- Effective stakeholder engagement and negotiation skills.
- Superior communication and leadership abilities.
- Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Highly developed knowledge of the principles, theory and practice of the area of responsibility and an awareness of broader developments relevant to the University.
- Awareness of likely effect of change in economic, social and governmental and technological environment.
- Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.
- Proven experience and success in managing staff performance and development.

Capabilities required to be successful in the position

- Strategic thinking and the ability to provide visionary leadership in cloud services management.
- High level of accountability and decision-making authority.
- Strong financial acumen and resource management skills.
- Excellent stakeholder engagement and representation capabilities.
- Effective people management and development skills, fostering a culture of excellence and continuous improvement.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of local and organisational practice.

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.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED
We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE
We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE
We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE
We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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Initials: Date: