Position Description

Network Infrastructure Manager

Position No:	New
Business Unit:	Chief Operating Officer (COO)
Division:	Information Services (IS)
Department:	Digital Workplace Services
Classification Level:	HEO9
Employment Type:	Full-Time
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 Network Infrastructure Manager at La Trobe University plays a critical role in maintaining and enhancing the university's Cisco software-defined network, including both wireless and wired infrastructures. Reporting to the Associate Director, Network Management, this position is responsible for ensuring that the network is secure, fit for purpose, and operates efficiently. The role focuses on the management and continuous improvement of the network infrastructure, driving automation and alignment with best practices to support the university's strategic objectives. Leading a team of Network Engineers, the Network Infrastructure Manager ensures the delivery of high-quality network services that meet the university's needs.

Key Duties & Accountabilities

- Develop and implement network infrastructure programs aligned with university policies and external requirements.
- Provide strategic support and advice to various university departments, ensuring policies are integrated and objectives achieved within complex organisational structures.
- Propose and implement changes to work processes, policies, and procedures to enhance service quality and effectiveness.
- Apply substantial theoretical and professional knowledge to manage network programs, develop policies, and evaluate initiatives.
- Provide expert advice, guidance, and specialist resources to address significant problems or multi-disciplinary issues.
- Offer professional or consultancy advice beyond the university.
- Manage administrative, technical, and professional staff, allocating responsibilities, reviewing performance, and overseeing network program procedures and priorities.
- Oversee network infrastructure projects, ensuring they are delivered to specification, on time, and within budget.
- Manage allocated budgets/resources and control expenditure to achieve targets within budget constraints.
- Provide advice to higher-level staff on network program objectives, organisational structures, and budget expenditure.
- Negotiate solutions among various interests, accommodating contributors with different areas of expertise.
- Evaluate service provision and external market feedback to propose innovative solutions that enhance service quality, efficiency, and continuity.
- Develop and enable staff capabilities through continuous performance monitoring, mentoring, and constructive feedback.
- Encourage professionals to achieve university objectives, providing strategic support and advice to schools, divisions, and departments.

Essential Criteria

Skills and knowledge required for the position
- **Network Architecture**: Solid understanding of enterprise network architecture principles, including designing, configuring, and optimising network topologies.
- **Routing and Switching**: Proficiency in routing protocols (e.g., OSPF, BGP) and switching technologies (e.g., Cisco Catalyst 9000 series).
- **Wireless Networking**: Experience in designing, deploying, and managing wireless networks, including access point placement and RF optimisation.
- **Network Monitoring and Management**: Familiarity with network monitoring tools (e.g., Cisco DNAC) to proactively monitor performance and troubleshoot issues.

- **TCP/IP Networking**: Understanding of TCP/IP protocols, subnetting, IP addressing, and DNS/DHCP configuration.
- **Load Balancing**: Knowledge of load balancing principles and technologies (e.g., F5 BIG-IP).
- **Network Virtualisation**: Familiarity with virtualisation technologies (e.g., VMware NSX, Cisco ACI).
- **Accreditations/Licences**: Hold a current valid industry recognisable accreditation (CCNA, CCNP, CCIE) and basic knowledge of any programming language (preferable Python) and Rest API's)
- **Vendor Management**: Ability to evaluate network hardware and software vendors, negotiate contracts, and manage vendor relationships to procure network equipment and services that meet organisational needs.
- **Documentation and Compliance**: Proficiency in documenting network configurations, policies, and procedures, ensuring compliance with regulatory requirements and industry standards.
- **Disaster Recovery and Business Continuity**: Knowledge of disaster recovery planning and business continuity strategies.
- A degree, extensive management expertise and supporting experience, or postgraduate qualifications and extensive relevant experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.

Capabilities required to be successful in the position

- Strategic thinking and planning to align network infrastructure with university goals.
- Expertise in applying technical knowledge to solve complex problems and provide innovative solutions.
- Strong leadership and management skills to guide a team of Network Engineers and ensure high performance.
- Effective communication and interpersonal skills to engage with stakeholders and negotiate solutions.
- Financial acumen to manage budgets and ensure cost-effective use of resources.
- Commitment to continuous improvement and staying abreast of industry trends and best practices in network management.

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.

For Human Resource Use Only

Initials: Date: