

POSITION DESCRIPTION – Professional Services Staff For levels 6/7 and above

Position Title: Head, Infrastructure & Operations Level: 10
Faculty/Division: Information Management & Technology Services Department/Location: Infra & Ops

Primary purpose of the position:

As a senior member of the IM&TS leadership team, ensure service delivery from core information management and technology systems and technology initiatives in a constantly changing environment. The role is key in guiding, analysing, developing and coordinating the implementation of information technology management services to support the University with particular emphasis on the academic community and alignment to the University's strategic plan.

In addition the position is responsible for ensuring that IT support services for staff and students are client-focused, meet agreed Service Level Agreements (SLAs) as well as managing the ongoing relationships between IM&TS, Faculties/Units and other key stakeholders within the University.

Position Environment:

Information Management & Technology Services (IM&TS) is the University's central information management and technology service provider for core infrastructure and services and is responsible for the development and management of information and communications technology resources in response to research, teaching and business requirements.




Infrastructure & Operations ensures reliable, secure and effective delivery of core information management and technology systems and services supporting administrative and academic needs of the University.

The Unit also provides coordinated points of contact for staff, students and the UOW community, for assistance in the utilisation of University IT resources for educational, research and administrative activities. The Unit provides various service delivery modes including a helpdesk, desk side support, self-service support and online request service. The Support Services Unit comprises telephone and front line reception team, helpdesk team, desktop support team, desktop refresh team and Student Central Computer Labs team. As such the Unit assists UOW achieve an IT environment that allows for non-core IT infrastructure and services being delivered and supported in a coordinated, efficient, cost effective and aligned manner.

The Unit is also responsible for looking at current and emerging technologies with the view of implementing them to support or enhance operations.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Strategy and Planning <ul style="list-style-type: none"> Positively contribute to the overall strategy for IM&TS within UOW, and subsequent planning for effective implementation; 	<ul style="list-style-type: none"> Agreed strategy / plan for Operations & Infrastructure which 	20	

	<ul style="list-style-type: none"> • Collaboratively set strategy for ongoing management of IT operations, including telecommunications, and promote the opportunities that technology presents to UOW, including the feasibility of change and its likely impact; • Define and implement strategies for monitoring and managing the performance of all IT-related systems and in-scope services (including those delivered by the Support Services Unit), ensuring they meet the needs of UOW and of any service requirements or service level agreements which may be in place; • Identify and manage resources needed for the operational delivery of all Services including those Services delivered by the Support Services Team; • Represent IM&TS in external activities as required; • Take full responsibility for budgeting, estimating, planning and objective setting for the Infrastructure & Operations function. 	aligns with and is an integral component of IM & TS Strategy.		
2.	Service Design <ul style="list-style-type: none"> • Implement policies and processes for the monitoring, measurement, reporting and continuous improvement of all Services and component availability, including the development and implementation of new availability techniques and methods; • Ensure that a catalogue of available services from Infrastructure & Operations is maintained and that service level agreements are complete and cost effective; • Ensure that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Implement policy and process for technology capacity management that are fit for purpose, current and are correctly implemented. Review new business proposals and provide advice on capacity issues; 	<ul style="list-style-type: none"> • Successful implementation of IT Service Design processes at least comparable to sector IT leaders. 	10	
3.	Service Transition <ul style="list-style-type: none"> • Implement a configuration management system and ensure that policies and processes are in place for consistent classification and management of configuration items; • Implement policy and process for the management of change and release in live services and test environments, ensuring that the policy is reflected in practice; • Ensure that management processes, tools, techniques and personnel are in place to transition all in-scope services to operations in a planned and compliant fashion. 	<ul style="list-style-type: none"> • Successful implementation of IT Service Transition processes at least comparable to sector IT leaders. 	10	
4.	Service Operation <ul style="list-style-type: none"> • Ensure that appropriate action is taken to investigate and resolve incidents and problems in systems and services; • Ensure that local and wide area networks, servers 	<ul style="list-style-type: none"> • Committed service levels are met as per SLA framework. • Effective implementation of ITIL Incident/Problem 	20	

	and security IT infrastructure are managed, monitored and reviewed to provide agreed levels of service and data integrity.	Management.		
5.	People Management <ul style="list-style-type: none"> Lead, develop and grow the Infrastructure & Operations team in accordance with UOW's people principles and processes, including developing optimal structures and clear accountabilities, maximising staff performance, providing mentoring and coaching, etc. to ensure the right people in the right roles to deliver IT services required to achieve agreed business objectives. 	<ul style="list-style-type: none"> Demonstrated capability of IT operations management team. 	20	
6.	Financial Management of IT <ul style="list-style-type: none"> Manage all assigned financial budgets and targets, ensuring that there is adequate funding for IT Operations targets and plans, especially to meet development and capacity needs; Participate in the IT procurement process with business owner(s) and Legal, from clarifying a specification to placing contracts, including identifying opportunities for business improvement. 	<ul style="list-style-type: none"> Financial management of IT Infrastructure & Operations within agreed budget. 	10	
7.	Supplier Relationship Management <ul style="list-style-type: none"> Develop and deploy mechanisms that lead to positive relationships between the business and offshore/onshore suppliers, including overall management and development of the commercial relationships with the senior levels of management in supplier organisations. 	<ul style="list-style-type: none"> Tangible Benefits of Supplier relationship approach demonstrable to UOW 	5	
8.	Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	<ul style="list-style-type: none"> To foster direct relationships with staff and enhance engagement with the organisation. 	Ongoing	
9.	Observe principles and practices of Equal Employment Opportunity	<ul style="list-style-type: none"> To ensure fair treatment in the workplace 	Ongoing	
10.	Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/document	<ul style="list-style-type: none"> To ensure a safe working environment for self & others. 	Ongoing	

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying

reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	Director, Information Management & Technology Services
The position supervises the following positions:	Senior Manager , Support Services, Systems and Network Teams
Other Key Contacts:	Team managers within IM&TS, business owners, Academic facility providers and other UOW key IT stakeholders.

Key Relationships:

Contact/Organisation:

Key UOW stakeholders
 Director, IM&TS
 IM&TS Senior Managers
 Vendors and suppliers
 External organisations

Purpose & Frequency of contact

Faculties, Divisions and subsidiaries
 Planning and operational strategic matters
 Planning and management briefings
 Identification of opportunity, periodic
 Benchmarking and quality purposes

Key Challenges:

1. Implementation and ongoing conformance with a best practice Service Delivery Framework (ITIL).
2. Developing and delivering committed (to SLA) IM &TS within reasonable resource constraints.
3. Liaising with academic staff to understand their business and requirements.
4. Ensuring a risk management framework, as per UOW policy, is in place and effective.
5. To achieve the unit's strategic objectives through direct communication and consultation with staff and colleagues.
6. Managing differing expectations and minimal external trust relations for new initiatives.
7. Ensuring all Faculties/Units are treated with equity.
8. Managing competing demands for a broad range of responsibilities.
9. To achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Substantial knowledge and understanding of IT Service Delivery , associated infrastructure (network, data centres, applications, servers, hardware, operating systems, security) and contemporary frameworks such as ITIL
- Ability to use and apply project management techniques
- Ability to build business relationships that allow UOW to take best advantage of resources available to advance its strategies and capabilities
- Extensive knowledge of change and incident management
- Strong interpersonal communication and documentation skills
- Highly developed problem solving and problem management skills
- Demonstrated high level of interpersonal and oral communication skills and ability to liaise with diverse range of stakeholders
- Skills in communication of complex concepts and issues to people of all levels
- Ability to analyse issues across an entire enterprise to understand organisational priorities and political sensitivities
- Sound understanding of the principles of EEO

SELECTION CRITERIA - Education & Experience:

Essential:

- ICT related degree (or equivalent), preferably with a Business Diploma/Degree (Masters)
- Proven experience in providing effective leadership of professional IT Service Delivery teams
- Substantial experience in analysing the requirements of the customer and converting those needs into specifications
- Proven experience in the delivery of quality customer service to a diverse client environment
- Ability to share knowledge and provide assistance and support to team members
- Managing the delivery of complex, diverse production systems

Personal Attributes:

- A comprehensive understanding of, and the ability to effectively apply, customer focus techniques;
- Ability to motivate and inspire team members;
- Strong influencing and negotiation skills;
- Ability to meet deadlines and re-prioritise.

Special Job Requirements:

- Available to work outside business hours as required;
- Adherence to the IM&TS Customer Service Charter;
- Adherence and agreement to the IM&TS Division Confidentiality Undertaking;
- Adherence to the IM&TS Division Dress Code.

Organisational Chart:

See Attachment.

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____