

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

## **UNIVERSITY OF NEW ENGLAND**

### **POSITION STATEMENT**

**DIRECTORATE:** Information Technology Directorate

**POSITION TITLE:** **Manager, Infrastructure Services**

**CLASSIFICATION LEVEL:** HEO Level 9

**DATE CLASSIFIED :** 28 May 2008

**REPORTS TO:** Director, Information Technology

### **DIMENSIONS OF POSITION:**

The Information Technology Directorate (ITD) is responsible and accountable to the University for providing leadership in, and the management and support of, all aspects of information and communications technology (ICT) from the desktop to the server systems, and the associated local and wide area network infrastructure, applications development and support services. The Directorate undertakes many, medium term, high value projects. It has a responsibility to research global trends and best practice to ensure that the organisation is well placed to deliver appropriate solutions to underpin the University's strategic plans in the areas of teaching, learning and research, and its information systems.

The Directorate's Infrastructure Services group is responsible for the planning, implementing, evaluating, monitoring and maintaining of the server, video conferencing and network systems and infrastructure that underpin and are critical to the University's core business functions and to the University achieving its strategic goals.

This is a senior management position within ITD which requires specialist technical knowledge and skills along with the ability to provide high level leadership and management to a group of highly skilled technology specialists. The incumbent will be responsible and accountable for the provision of best practice delivery of server and network systems and infrastructure services to the University. With a clear vision on the delivery of ICT services and the relationship of industry trends with the strategic directions of both the University and Directorate the incumbent will be expected to communicate this vision, articulate strategies and lead and manage in all key functional areas of the Directorate.

### **POSITION OBJECTIVE:**

This position will be accountable for the Infrastructure Services group. The position will provide effective leadership to a team of technology specialists and foster a team environment that encourages open communications and goal achievement. The incumbent will take overall responsibility for providing and communicating an industry best practice service to the University. The dynamic and rapidly changing nature of Infrastructure Services will require the

incumbent to combine an in-depth technical knowledge with the ability to creatively plan and manage to meet future challenges. The incumbent must be able to communicate and implement complex technologies to the University community through well conceptualised and formulated policy and clearly articulated strategic and operational plans.

This position will be responsible for creating and maintaining an environment conducive to a high level of staff morale and where teamwork and innovation are actively encouraged resulting in a high level of individual and team productivity and effectiveness.

**DUTIES:**

1. Be responsible and accountable for planning, implementing, evaluating, monitoring and maintaining the University critical systems and infrastructure managed by Infrastructure Services so that it meets industry best practice standards and provides the University with an optimum service both now and in the future.
2. Provide effective leadership to a team of technology specialists and foster a networked team environment that encourages open communications, goal achievement and job satisfaction.
3. Be responsible and accountable for conceptualising, developing, implementing, promoting and monitoring the group's strategic and operational plans. Make significant input into the Directorate's strategic and operational planning.
4. Be responsible and accountable for developing collaboration and/or partnerships with key stakeholders within the University and with external organisations. Identify and pursue funding opportunities.
5. Be responsible and accountable for quality assurance and continuous improvement of Infrastructure Services.
6. Be responsible and accountable for conceptualising, developing, implementing, promoting and enforcing policies, guidelines and agreements that optimise resource usage in Infrastructure Services.
7. Be responsible and accountable for Infrastructure Services budget and exercise fiscal control.
8. Successfully manage large and complex projects.
9. Be responsible for all matters relating to staffing including management of performance, staff development, recruitment, discipline etc.
10. Represent the University in relevant forums and undertake "networking" in areas that enhance understanding and knowledge of other relevant organisation's ICT environments.
11. Keep current an extensive knowledge of ICT and management issues, trends and innovations. Maintain relevant industry skills and knowledge and develop new skills as necessary.
12. Be responsible for ensuring the University's policies, procedures and commitment to Equal Opportunity, Risk Management, Occupational Health and Safety, Records Management and Quality Assurance are implemented, and adhered to, in the Directorate.

## **QUALIFICATIONS AND SELECTION CRITERIA:**

1. Completion of a relevant postgraduate qualification and extensive relevant experience; or extensive relevant management expertise and experience in a technical field; or an equivalent alternative combination of relevant knowledge, training and/or experience.
2. Extensive relevant experience in ICT service delivery.
3. A broad and thorough knowledge and understanding of current industry trends regarding Infrastructure Services technologies and demonstrated active participation in remaining abreast of current applicable technologies and initiatives.
4. Demonstrated ability to analyse, impartially evaluate and judge, within a whole of organisation context, complex technological issues that have a major impact on the organisation's business.
5. Proven management experience in the areas of human resources, finance, strategic and operational planning and policy development.
6. Extensive experience and success in the management and leadership of technical teams and/or cross functional teams; staff development and resource planning including mentoring, coaching, advising and guiding, as well as conducting presentations and group facilitation.
7. Demonstrated excellent client relation skills with experience in clearly and concisely communicating complex technical issues to clients and negotiating agreements with clients.
8. Familiarity and experience with other areas of ICT with an understanding of how they integrate with the Infrastructure Services to deliver a complete ICT solution to clients.
9. Substantial experience in undertaking and managing major projects to their successful completion.
10. Demonstrated outstanding communication skills (verbal, presentation and written) in both non-technical and technical areas.
11. Demonstrated understanding of, and commitment to, OH&S, Risk Management, Quality Assurance, Records Management and EEO principles as they relate to this position.