

Position Description

Position	Infrastructure and Operations Manager
Reporting to	Senior Manager, ICT and Cyber
Division	Finance & Business Services
FTE	1.0
Location	Blackburn

Organisation

MS Plus is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

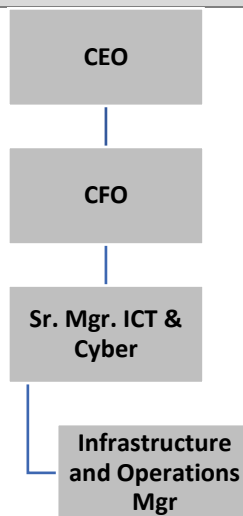
Role Purpose

As a member of the ICT team, this role will ensure optimal IT service delivery and customer and stakeholder experience, through providing real-time oversight and management of the MS Plus' IT Infrastructure and Operations, including ensuring outsourced IT services providers meet SLA terms and KPIs.

This role will provide strong leadership, subject matter expertise, and strategy support for MS Plus's infrastructure technology to both internal and external stakeholders. The role will ensure all aspects of IT Infrastructure and Operations align with MS Plus IT and information security policies and business requirements (people, process, and technologies), and take responsibility for protecting MS's intellectual property, information and operational assets, and reputation.

The Infrastructure and Operations Manager will create an environment of collaboration to develop an aligned vision that is translated into the ICT strategic roadmap and provides a key point of differentiation for the organisation.

Team structure



Key Responsibilities

Position Requirements

- Oversee the assessment of the technical and business fitness of the infrastructure services solutions and their associated costs and risks.
- Facilitate the technology infrastructure services governance process to gain consensus on a prioritised set of measurable business outcomes that IT must support.
- Work with stakeholders to define a prioritised set of business outcomes and technology work to accomplish those outcomes within budget, leveraging newer IT models.
- Work with stakeholders to accomplish technology work in a way that improves the business and technical fitness of the technology portfolio and minimises its ongoing support costs.
- Oversee benefits realisation to ensure the business outcomes are achieved.
- Oversees support activities in conjunction with infrastructure and operations to ensure the applications perform optimally.
- Work with the ICT Applications and Security team to ensure that applications are effectively secured and that risks are mitigated.
- Support the Senior Manager ICT & Cyber in the development of annual budgets for on-going infrastructure and operations maintenance and support.
- Hold all supplier teams accountable for optimising the cost, risk and value of the ICT infrastructure and related systems throughout their life cycle.
- Ensure KPIs are met or exceeded.

Key focus area	Success factors
Strategic Leadership	<ul style="list-style-type: none"> • Drive the implementation of the Infrastructure and Operations aspects the MS Plus IT Strategy in accordance with the MS Plus strategic plans. • Provide support and facilitate innovation, exploring new technologies and tools and testing new ideas within bounded cost and time frames.
Key focus area	Success factors
Operational Leadership	<ul style="list-style-type: none"> • Lead the activities of the Managed Services Provider resources, effectively managing their workload and providing guidance and support in the establishment & management of work priorities. • Implement and manage technology infrastructure life cycle management status reports, metrics, and benchmarks.
Key focus area	Success factors
People Leadership/ Relationship Management	<ul style="list-style-type: none"> • Develop effective relationships with business leaders across the organisation to influence how technology can enable new sources of value. • Work closely with key stakeholders to manage the implementation and maintenance of IT services. • Maintain effective relationships with IT system integrators, suppliers/vendors, consultants and auditors.
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> • Support effective enterprise risk management. • Facilitate the establishment of measurable controls that map to all relevant regulations and standards.

Qualifications/Work Experience

Essential	<ul style="list-style-type: none"> • Tertiary qualifications in IT/Computer Science or business-related discipline preferred. • Minimum 5 years' experience in delivery of ICT services, including in a small-to-medium organisation.
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	<ul style="list-style-type: none"> IT Service Management certification (ITIL Foundations) Demonstrated experience in problem resolution, incident management, change management and maintaining SLAs. Experience with backup, recovery and disaster recovery management and solutions (e.g. Veeam). Experience working in a multi-supplier environment. Experience in business stakeholder management in a complex and multi-sourced environment.
Desirable	<ul style="list-style-type: none"> ITIL Managing Professional certification in a relevant discipline. Microsoft certification in one or more areas relevant to the role. Project management experience & certification (e.g. Prince2).

Knowledge and Key Selection Criteria

Essential	<ul style="list-style-type: none"> Advanced knowledge of working in a Microsoft environment, e.g. Azure, Office 365, SharePoint/Teams, Intune and Sentinel. Working knowledge and experience in managing networks (CISCO SD WAN, LAN and WiFi), Printing and VOIP solutions. Demonstrated ability to work within cross-functional teams. Demonstrated knowledge of emerging technologies and how they apply across the health care sector. Strong commercial acumen and understanding of business drivers.
Desirable	<ul style="list-style-type: none"> Working knowledge of Salesforce.

Key Competencies

Key Focus Area	Demonstrated competency
Financial Management	<ul style="list-style-type: none"> Develop and manage budgets. Ensure optimised and cost-effective use of IT services, identifying opportunities for cost savings where possible through vendor engagement and implementation of alternative solutions at a reduced cost.
Reflective Practice	<ul style="list-style-type: none"> Demonstrate self-assurance and awareness of capabilities. Ability to critique own work and reflect on the quality of the delivery of solutions. Learn from experiences, including from mistakes and use for improvement.
Time Management	<ul style="list-style-type: none"> Efficiently and effectively manage time in a busy schedule. Balance application of time and effort between BAU support and project work. Dedicate enough time for mandatory work aspects including documentation, self-development and team building.
Problem Solving	<ul style="list-style-type: none"> The ability to provide effective solutions to problems and challenges in the work process. Identify and compare different solutions to be able to analyse different options. Out of the box thinking. Simple solutions using best practice implementation methods.

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Program Development and Implementation	<ul style="list-style-type: none"> The ability to design and implement logical processes and procedures to solve problems. Re-use of procedures where possible.
Achieving Results	<ul style="list-style-type: none"> Results oriented while maintaining quality. Closure of work and communicating with stakeholders. Clean-up of any 'leftovers' to leave work completed. Focus on completing work before starting another job, where applicable.
Contracts / Records Management	<ul style="list-style-type: none"> Keep records where needed – time sheets, documentation, work logs. Maintain confidential information in accordance with MS Plus policies
Quality, Risk, Safety, Legislative compliance	<ul style="list-style-type: none"> Comply with all MS Plus policies
Team Dynamics	<ul style="list-style-type: none"> Contribute to team meetings, events and discussions. Share information with team members. Assist team members where required and asked for.
Written and Oral Communication	<ul style="list-style-type: none"> Excellent communication skills. Oral communication with stakeholders. Oral communication with colleagues. Written communication in documentation, work logs and reports.
Interpersonal skills	<ul style="list-style-type: none"> Respecting everyone. Being polite. Respond to colleagues and stakeholders' needs.
Networks and Stakeholders	<ul style="list-style-type: none"> Engage with business stakeholders where required to ensure service delivery satisfaction. Collaborate with team and staff in a constructive way for the benefit of MS Plus.
Partnerships and Collaboration	<ul style="list-style-type: none"> Establish good working relationships with vendor and suppliers. Ensure vendor and supplier accountability with regard to commitments and responsibilities of third party organisations and staff.

Personal Attributes

Client Focused	<ul style="list-style-type: none"> Prioritises needs of clients, consumers and customers. Is outcome-focused. Follows through on commitments.
Collaborative	<ul style="list-style-type: none"> Works with others to achieve common goals. Inspires trust. Gives feedback in a timely and respectful manner.
Creative and Innovative	<ul style="list-style-type: none"> Finds ways to work better and smarter. Generates options and ideas. Is open to change and alternatives.
Analytical	<ul style="list-style-type: none"> Presents clear and logical arguments. Takes a systematic approach to work, projects and improvements.
Determined	<ul style="list-style-type: none"> Works to find satisfactory resolutions for difficult problems. Stays calm in high-pressure situations.

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a

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Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

<input checked="" type="checkbox"/>	Police Check	<input type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input type="checkbox"/>	NDISWC
<input type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements. I have been made aware how to access MS Plus policies and procedures for future reference. I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture & Quality representative.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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