



POSITION DESCRIPTION

Position Title:	General Manager IT Infrastructure
Cluster / Business Unit / Division	Information Technology
Section or Unit:	Infrastructure
Job Family:	ICT & Digital Solutions
Classification:	Band 9
Position Description Number:	PD-2185
Work Contract Type:	Management
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The General Manager IT Infrastructure is responsible for providing operational and strategic management across all IT infrastructure, which covers Data Centres & Cloud, Server (Windows/Unix/Linux), Storage, High Performance Compute and Networks. Partnering with IT PMO, Scientific Compute, Cyber Security and Operational Technology to provide a high-quality fit for purpose IT Infrastructure capability to deliver reliable foundation to support ANSTO requirements.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia’s most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

Information Technology is dedicated to operating, enhancing and maintaining ANSTO’s Information and Operational Technology to ensure safe, secure and sustainable digital services. IT is made up of several specialised departments, including Cyber Security, Operational Technology, Development and Analytics, End User Support, SAP Systems, and IT Capital Portfolio.

IT Infrastructure is comprised of multi – disciplinary specialists managing the development, delivery and ongoing support of ANSTO’s core digital infrastructure encompassing, networks, telecommunications, cloud, data centres, storage and compute facilities and productivity tools and services including remote access, email, file management and related activities.

GM IT Infrastructure is part of the IT Leadership Team and may be required to provide backup to the Chief Information and Digital Officer on occasion.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Evaluate the current technology landscape (technology stack, resourcing, capabilities, etc.) and IT Service Catalogue and recommend a forward-looking, short and long-term technology strategic vision and plan.
- Provide operational directions and continuous process improvement to meet changing business needs and industry dynamics.
- Lead innovation, building out an infrastructure road map in partnership with enterprise architecture, applications and cyber security road map

- Establish strong IT Service Management processes, metrics and reporting through an agile and lean working environment.
- Develop and lead our infrastructure road map working with business leaders to link key market opportunities to development efforts.
- Identify, evaluate and select new and emerging technologies that can be assimilated within the organisation and significantly improve our short and long-term sustainability.
- Successfully translate infrastructure capabilities into strategic business decisions and identify any risks to our road map.
- Establish an environment that champions innovation and creativity.
- Position and prepare the infrastructure organisation for scalable growth.
- The position provides regular reporting to executives; develops business cases and costings; oversees schedules; and directs activities to resolve infrastructure problems in a timely and accurate fashion.
- As the designated asset manager of ANSTO's IT infrastructure, the position is responsible for developing and implementing the IT Infrastructure Asset Management Plan ensuring systems are upgraded / replaced in a timely manner and consider new alternative technologies for continuous improvement.
- Lead the delivery of high-quality IT infrastructure and telecommunications services across the organisation to ensure optimal levels of support for key operational requirements
- Ensuring the update of configuration management system as necessary by documenting configuration items, status and relationships to support change control risk assessment.
- Communicate and collaborate with a range of business and technical stakeholders involved in the planning, analysis, development, testing, release, use and quality review of ICT Infrastructure enhancements.
- Undertake additional duties as required and during periods of leave of other staff.

Decision Making

- The General Manager IT Infrastructure is a key role within the Information Technology senior leadership team.
- The position works within the broadly defined outcomes of the IT division and within a framework of legislation, policies, professional standards and resource parameters. Within this framework the role has considerable independence in determining how to achieve objectives, including deciding on methods and approaches, business and project planning, and allocation of resources.
- The ANSTO values and organisation Corporate Plan, Business Plan and Excellence programs provide the context for the position.
- The position is fully accountable for the accuracy, integrity and quality of the content of advice provided to the Chief Information and Digital Officer and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
- The General Manager IT Infrastructure and Communication determines key work priorities within the context of agreed work plans and will consult with the Chief Information and Digital Officer on the more complex, sensitive and political issues that have a significant impact on the organisation's functions.
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

The major challenges for this position include:

- Managing many internal and external relationships often with competing requirements or expectations
- Determining appropriate technical service partners for all aspects of operations

- Ensure that the technological resources meet the company's short and long-term needs.
- Applying a longer-term focus and adding high value to peer and regulatory engagement, incorporating both transactional and strategic components
- Developing and implementing processes that support overall governance to make good business sense and that can drive business process improvement

KEY RELATIONSHIPS

Who	Purpose
Internal	
Executive	<ul style="list-style-type: none"> • Receive guidance and direction • Provide specialist, authoritative and evidence-based advice • Articulate to senior and executive management potential and real risks and opportunities
Chief Information and Digital Officer	<ul style="list-style-type: none"> • Receive guidance and direction • Provide expert, authoritative and evidence based advice as it relates to IT Infrastructure and Communications • Negotiate and report on budgets and resources consistent with strategic plans and goals • Recommend and gain endorsement for improvement or development plans and goals and other initiatives
Work area team members	<ul style="list-style-type: none"> • Provide expert advice and analysis on a full range of matters • Contribute to executive decision making processes, strategic planning and goals • Effect in a collaborative manner best practice performance • Negotiate and resolve conflicts
Direct Reports	<ul style="list-style-type: none"> • Provide leadership, guidance and support • Set performance requirements and manage performance and facilitate their ongoing professional development • Engage to monitor trends, performance and progress against the strategic and business plans and evaluate further support which may be required to ensure delivery against the plans

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Chief Information & Digital Officer
Direct Reports	3
Indirect Reports	10

Special / Physical Requirements

Location:	Lucas Heights / Camperdown / Clayton Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Hours:	Willingness to work extended and varied hours based on operational requirements
Clearance requirements:	NV-1

Workplace Health & Safety

Specific role/s as specified in AP- All Workers

2362 of the ANSTO WHS

Management System

Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties

ORGANISATIONAL CHART

On File

KNOWLEDGE, SKILLS AND EXPERIENCE

1. Degree in information technology, computer science, cyber security or other relevant discipline
2. Possess a blend of business and be technically savvy; have a big-picture vision as well as the drive and attention to detail that transforms strategy into action.
3. Expertise in technological development with 10+ years in a senior managerial or director level role
Highly developed leadership, governance and risk management skills and experience
4. Experience in managing internal and external stakeholders on complex matters
5. A consistent track record of responding passionately to changing trends and technologies to maximise new organisational opportunities.
6. Significant tenure working in a technological role encompassing detailed expertise in virtualised environments, cloud, networking, infrastructure and end user computing.
7. Experience in executive technology decisions making, including managing large teams of technology specialists, technology budget and making investments to align the company with their vision for its technological needs.
8. Track record of being creative and innovative, developing effective solutions and the ability to manage related risks.
9. Extensive experience in leading and implementing continuous improvement of business systems.
10. Ability to build and maintain productive working relationships and the ability to influence and motivate others both technical and non-technical.
11. Ability to work in a matrix structure

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Marianne Morton	Name:	Marianne Morton
Title:	Chief Information & Digital Officer	Title:	Chief Information & Digital Officer
Signature:		Signature:	
Date:		Date:	