POSITION DESCRIPTION

Position Title:	Manager Network Infrastructure
Cluster / Business Unit / Division	Information Technology
Section or Unit:	Information Technology – Infrastructure
Classification:	Band 7
Position Description Number:	PD - 1997
Job Family:	ICT & Digital Solutions
Work Contract Type:	Technical/Manager
STEMM/NON-STEMM:	STEMM

POSITION PURPOSE

The Manager Network Infrastructure is to provide leadership and strategic guidance to the Networks team that is responsible for the support and engineering of ANSTO's Networks and Telephony systems.

Enable the development, delivery and support of a range of significant business and scientific systems necessary to support ANSTO's research, medical, scientific and government businesses.

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 enhancing and maintaining ANSTO's digital facilities for operational reliability and providing a range of customer services to support ANSTO's research, business activities and projects.

POSITION ENVIRONMENT

The Manager Network Infrastructure heads up the Networks team, which is part of ANSTO's IT Infrastructure team. IT Infrastructure also comprises peer Team Leaders heading other infrastructure specialties – Microsoft Systems and UNIX Systems.

Other teams within IT are responsible for Development & Analytics, Cyber Security & OT, SAP Solutions, Endpoint Systems & Support, Architecture and Travel & Administration.

The Networks team is comprised of multi-disciplinary specialists managing the development, delivery and ongoing support of ANSTO's core network infrastructure encompassing firewalls, routers, links, PABXs and all supporting network and telephony infrastructure. Stability and uptime of this network is a critical capability supporting the business operations of ANSTO and meeting 99.9% availability KPI.

Designing, delivering and maintaining the full spectrum of ANSTO's network and telephony requirements, the team significantly contributes to the development of ANSTO's digital capacity and capability.

The Manager Network Infrastructure is part of the IT Infrastructure Team and may be required to provide backup to the General Manager IT Infrastructure on occasion.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

The key accountabilities for this position include:

- Work with the IT Architecture team to develop the Network Infrastructure strategy for ANSTO, encompassing all locations and provisioning for future growth. Lead the Networks team in the implementation of this strategy.
- Utilise technical expertise to aid in the mentoring and development of team members, while modelling adherence to organisational policies, procedures and statutory requirements.
- Managing and motivating multi-disciplinary or specialist project teams, disseminating specialist knowledge across the team, monitoring and reviewing work, coordinating cross divisional and external collaboration and ensuring all milestones are achieved according to project or operational requirements.
- Manage day to day performance of team members through objective setting, coaching and training to enhance expertise.
- Manage relationships with vendors and contractors assisting the delivery of Network services
- Deliver reliable and robust technical solutions for IT network and services.
- Work with key stakeholders across and outside IT, using technical expertise to maintain ANSTO-wide standards on design, implementation, for all network infrastructure working with key stakeholder groups outside IT.
- Resolve complex technical issues, including perimeter and secure remote network access infrastructure.
- Continually seek new solutions and develop new techniques and methods that are based on an assessment of broad organisational and/or technical implications whilst setting direction for continuous improvement to better align infrastructure to user needs.
- Establish close working relationships with all team leaders within the IT area and internal technical staff, particularly in the IT Infrastructure team.
- Work with the IT Project Management Office to provide technical expertise and facilitate the Network Infrastructure team's involvement with major projects that have network infrastructure requirements.
- Maintaining knowledge of industry best practice and technological developments, through investigating and assessing the relevance of developments and their benefit to ANSTO.
- Work with GM IT Infrastructure to manage OPEX Budgets and forecasts for network infrastructure spend.
- Undertake additional duties as required and during periods of leave of other staff.
- Fulfil WHS responsibilities as specified in AG-2362 of the ANSTO WHS system.

Decision Making
- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning and allocation of resources.
- The ANSTO values, organisational corporate plan, business plan, operational excellence program, the IT objectives and strategies 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 GM IT Infrastructure 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 Manager Network Infrastructure determines key work priorities within the context of agreed work plans and will consult with the GM IT Infrastructure on complex, sensitive and major issues that have a significant impact on the organisation.
- 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:
- Establishing and maintaining mastery of a wide range of technically complex IT networks.
- Ensure network infrastructure can deliver in all respects of the agreed IT divisional KPIs
- Convey complex technical information to staff and develop them in such a way as to make them fully effective in a complex technical environment
- Providing authoritative technical advice in relation to network infrastructure as required.

- Contributing to the development of ANSTO's technologies and processes by identifying and developing innovative ideas that add value to ANSTO.
- Actively foster cultural change towards an environment where all staff personally commit to the desired organisational culture and accept individual responsibility for exercising it in all functions.
- Challenge established ways of working in favour of more productive approaches.

KEY RELATIONSHIPS

Who	Purpose
Internal	
General Manager IT Infrastructure	• Receive guidance and direction • Provide expert, strategic and authoritative evidence-based advice • Staff engagement and quality recruitment • Maintain budgets and resources consistent with strategic plans and goals • Recommend and gain endorsement for plans and goals and other initiatives
Work area team members	• Provide expert advice and analysis on a full range of matters • Contribute to executive decision-making processes, strategic planning and goals • Collaborate and share accountability • Negotiate and resolve conflicts
Direct Reports	• 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
IT Architecture	• Collaborate on strategic direction • Development and maintenance of a "menu" of network offerings that can be consumed by Technical Architects in the development of solutions for stakeholders
ANSTO Clusters	• Engage, consult regularly to collaborate on business technology solutions development • Provide expert advice and exchange information • Collaborate on cross cluster/organisation projects
External	
Stakeholders/Vendors/ Government Agencies	• Develop and manage effective partnerships to facilitate the exchange of information

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the General Manager IT Infrastructure
Direct Reports	3
Indirect Reports	0

Special / Physical Requirements

Location:	Lucas Heights, NSW or Clayton, VIC
Travel:	Will be required travel to ANSTO sites and other organisations from time to time involving occasional national travel. Infrequent international travel.
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer).
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions.
Hours:	Willingness to work extended and varied hours based on operational requirements.
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements. Obtaining and maintaining a NV-2 National Security Clearance is a condition of this role.

Workplace Health & Safety

Specific role/s as specified in AG-2362 of the ANSTO WHS Management System	All Workers Managers / Leaders / Supervisors 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 either computer science, information technology, commerce or business management, or relevant experience in the areas of information technology systems-solutions design and delivery, technical support, desktop support and systems integration.
2. Experience in dealing with infrastructure applicable to the position's responsibilities and dealing with systems at the architectural level.
3. Experience in managing complex IT environments, staff and issues arising from the use of enterprise-wide systems supporting key business activities.
4. Extensive experience and demonstrated leadership skills in co-ordinating and managing a diverse group of information technologists to respond to customer requests and requirements, developing information system-solutions proposals, providing inputs into information system-solutions business cases.
5. Knowledge of IT quality system and of ITIL based approaches to service support and service delivery and experience in setting and enforcing IT standards, both up and down in the organisation.
6. Extensive experience in managing customer and vendor relationships, information systems-solutions proposal development or systems-solution design, and business case development.
7. Extensive experience in the life cycle of information systems-solutions delivery, i.e., requirements gathering, solutions design, development and implementation, and as part of this managing customer and vendor relationships up to senior management levels.
8. Excellent inter-personal communication skills, and experience building and maintaining relationships with diverse stakeholders

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:	Alison Gould	Name:	Marianne Morton
Title:	GM IT Infrastructure	Title:	Chief Information & Digital Officer
Signature:	A. Gould	Signature:	
Date:	30/9/2022	Date:	