

POSITION DESCRIPTION –SCHEDULE A

POSITION DESCRIPTION DOCUMENT PURPOSE

The purpose of this position description document is to provide you with a clear understanding of your role, and how that role fits within Melbourne Institute of Technology (MIT) as an organisation.

This document provides an outline of your key areas of accountability and desired outcomes from satisfactory performance of the role. It does not provide an exhaustive list of tasks and activities that are required to be performed to fulfil the role.

POSITION DETAILS

Position Title:	Assistant Manager, IT & Infrastructure
School / Division:	IT Infrastructure
Classification:	Educational Services (Post – Secondary Education) Award 2020
Time Fraction:	Full-time
Campus:	Melbourne
Probationary Period:	6 months

ROLE

The Assistant Manager, Systems & Infrastructure role at Melbourne Institute of Technology (MIT) is primarily responsible for overseeing the smooth operation of IT, infrastructure and communications systems, aligning them with the organisation's needs and current industry standards. This role involves fostering strong external relationships, initiating proactive maintenance strategies, managing staff effectively, and committing to ongoing personal development.

The Assistant Manager, IT & Infrastructure will be actively involved in tracking progress towards the institution's goals and working on special projects that support MIT's strategic objectives. The role will report to the Campus Director and supervise the IT team. Additionally, they will coordinate with the IT Manager at MIT's Sydney campus.

MIT VISION AND GOALS

MIT: A proud history, a confident future

Founded in 1996, Melbourne Institute of Technology (MIT) has provided outstanding, employment- focused degrees in Business and ICT for almost 30 years.

MIT grew to over 4,000 students prior to the onset of the Covid-19 pandemic. Like all higher education institutions, MIT was impacted by the closure of international borders triggered by the pandemic.

Since the reopening of international borders, confidence has returned to the international student market. MIT's high-quality student programs and organisational agility will enable it to renew its growth trajectory, achieve University College status, and lay the foundations for the next decade of success.

Vision

MIT aspires to be one of the leading providers of industry-engaged, employment-focused higher education programs, equipping students with the knowledge, skills, and opportunities to build successful careers.

Mission

MIT inspires students and helps them create their future through employment-focused educational programs. These are developed and delivered in collaboration with industry, and underpinned by excellence in learning and teaching, scholarship and research.

Values

- Excellence;
- Integrity;
- Accountability
- Transformational Change, and
- Agility

MIT's overarching goals are to:

- Become one of the top 20 higher education institutes in Australia for high-quality student experiences and learning outcomes
- Attain Self-Accrediting Authority status during 2023
- Progress towards achieving University College status by 2027
- Capitalise on the reopening of international borders to rebuild student numbers: achieve pre- pandemic EFTSL levels by 2025 and 5-10% growth per annum thereafter
- Achieve student satisfaction and graduate employment outcomes equal to or above industry averages in all courses
- Be renowned for excellence in industry-engaged learning with all students engaging with industry as part of their course
- Continue to deliver outstanding, student-centric support services
- Be recognised as a high-performing employer of choice

MIT ORGANISATIONAL STRUCTURE

MIT business model comprises four (4) key focus areas as guided by its vision: Academia, Finance, Marketing, and Operations. Our organisational structure is designed to ensure each of these areas is fully resourced.

Our Executive Management Committee (EMC) is responsible for the development of our strategic plan and effective implementation of strategies across all business areas. It comprises our:

- Chief Executive Officer,
- Managing Director,
- Group General Manager and Director People & Culture (pro tem) and
- Executive Dean

DEPARTMENT CONTEXT

The goal of the MIT IT infrastructure department is to maximise the department's operational efficiency through the use of IT systems, infrastructure, technology and resources to provide a competitive advantage in the process of delivering students & staff services at MIT.

The objective of the MIT IT infrastructure department is to manage the MIT's IT systems & infrastructure and provide services in support of the MIT's learning, teaching and business activities in accordance with MIT's operations and strategic objectives. The MIT IT infrastructure department encompasses hardware and software.

RESPONSIBILITIES

As the Assistant Manager, IT & Infrastructure at MIT, you will be responsible for assisting with guiding our IT and communications strategies, ensuring they meet the needs of our dynamic organisation. Your role will involve leading a team to improve system processes, fostering strong external relationships, and contributing to special projects that align with MIT's strategic goals.

Area	Outcomes
Leadership	<p>Provide leadership in</p> <ul style="list-style-type: none"> ▪ Evaluate employee performances, set expectations and goals for department and individual staff members. ▪ Providing technical advice, analysis and troubleshooting for issue investigation and correction approaches ▪ Providing seamless ICT services and effective troubleshooting ▪ Providing internal consultancy re ICT for Management ▪ Evaluating of Social media ramifications to the overall system ▪ Managing and monitoring all installed systems and infrastructure
IT and communications infrastructure and systems	<p>Assist in effective IT and communications infrastructure and systems (including policies and procedures) that:</p> <ul style="list-style-type: none"> ▪ Are fit-for-purpose and meet MIT requirements (staff – teaching and other – and organisational requirements) ▪ Meet regulations and reflect best practice to support strategic objectives ▪ Continually improve IT infrastructure systems quality ▪ Assist in the development of commercially sound business cases for IT Infrastructure development initiatives. ▪ Manage contracts and procurement in a cost-effective manner ensuring that strategic and operational objectives are considered and ▪ Lead system development and deployment activities for multiple concurrent operational systems to include patch deployment, development of bug fixes and integration of new systems. Including communication

Quality Control in the IT Infrastructure Department (Preventive maintenance)	<p>Performing system maintenance and administration activities:</p> <ul style="list-style-type: none"> ▪ Maintain system documentation, disaster recovery plans. ▪ Ensuring hardware/software applications and network components are operational ▪ Establish preventive maintenance programs to ensure ongoing supply of service and minimise potential downtime ▪ Manage the IT Infrastructure team in delivering projects and third level support. ▪ Manage vendor relationships and contracts according to agreed service levels, and terms and conditions. ▪ Manage servers through their entire life-cycle- from creation to retirement. ▪ Work in servers and storage
Relationships (including networks, business partners, and referral sources)	<p>Promote, develop and build strong mutually beneficial relationships with external parties including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Students ▪ Staff ▪ Higher education services providers (including colleges and universities) ▪ Alumni – staff and student ▪ Industry professionals.
Monitoring progress towards goal achievement and implementing timely corrective action (when required)	<p>Ensure:</p> <ul style="list-style-type: none"> ▪ timely reporting of progress against plan ▪ revision of plan to take into account changed circumstances (when required) ▪ appropriate action is taken in order to achieve goals
Managing and developing staff members (including contractors, as applicable)	<ul style="list-style-type: none"> ▪ Guidance and support provided ▪ Delegation of appropriate level of authority ▪ Develop and foster a customer services ethos within the IT Infrastructure Department ▪ Ongoing training (internal and external) provided to staff ▪ Manage and monitor staff performance against the assigned measures
Ongoing learning and self - development	Attendance at relevant training courses and completion of self-development activities



Participation in MIT management team meetings as required.	Actively participate in all management team meetings including: <ul style="list-style-type: none">▪ Adequate preparation▪ On-time attendance▪ Contributing to discussions
Special projects and other duties	Ensure special projects and other tasks assigned (as may be from time to time) are carried out efficiently and effectively.

KEY SELECTION CRITERIA

Application letter and/or resume must address the qualification/knowledge/experience/attributes section under the key selection criteria

Education/Qualifications:

A bachelor's degree in Information Technology, Computer Science, or a related field. A postgraduate qualification would be advantageous.

Knowledge/Experience/Attitude/Skills

Demonstrated proficiency in effectively leading and managing IT systems and infrastructure projects, encompassing planning, execution, and budget, timeline, and resource management.

Proven team leadership skills, including managing and cultivating technical teams, combined with the ability to create a collaborative and innovative work environment.

Demonstrated high level communication skills, including oral and written communication, interpersonal, presentation and negotiation skills

Deep understanding of IT infrastructure, cloud computing, and cybersecurity

Expertise in cybersecurity best practices, encompassing the implementation and maintenance of security protocols, along with a solid grasp data protection regulations and compliance standards.

Knowledge of servers and their management and basic network scripting skills

Demonstrated Ability to handle intermediate-to-advanced ticketing systems

Expertise in DAP (Microsoft Exchange Service), Microsoft Azure and related services

PERFORMANCE MANAGEMENT - SCHEDULE B

Staff performance is managed in accordance with MIT Performance Management System which incorporates:

- Regular performance reviews
- Ongoing feedback
- Identification of professional development needs and provision of support
- Reward structure

Specific performance goals will be set with you during the course of your performance review.

Areas of performance focus for this role are set out below for your information. Further details in relation to the MIT Performance Management System will be provided by our Human Resources Director or nominee.

KEY PERFORMANCE INDICATORS (KPI)

Focus area	Measure - example
IT and communications infrastructure and systems	An efficient IT infrastructure benchmarked against the best industry practice.
Smooth IT Service Delivery to users (students, staff and other stakeholders)	Number of system grievances (include statistics)
Efficient systems and procedures	System operating statistics (including down-time)
IT System Security, Access & Storage	Monthly statistics encompassing system performance data
Security Camera Systems and building management systems (System in use Titan/Challenger)	Weekly reports on the functionality and effectiveness of the Building camera security system.
Relationships – internal and External and across MIT campuses	Staff feedback – statistics Vendor performance statistics Random sampling of suppliers and external bodies
Efficient systems and procedures	Financial budget (including value for money considerations)
Maximisation of resources	<ul style="list-style-type: none"> • Compliance with deadlines • Quality of reports • Observed leadership and participation in committees