

Position Description

POSITION TITLE: IT Operations Manager

KEY FOCUS OF THE ORGANISATION (Mission)

To enhance and promote Australian football throughout the community, encouraging greater levels of participation, enjoyment and commitment by individuals, community groups, business and government.

KEY FOCUS OF THIS POSITION (Why this job exists)

Provide IT leadership within WAFC, through strong engagement of the business managers and other stakeholders, to ensure WAFC strategic and operational priorities are effectively supported. Provide strong team management and co-ordination for efficient deployment of IT resources and knowledge. Plus drive continuous improvement in WAFC operations through leverage of existing technology, or identifying new solutions, where appropriate.

REPORTING RELATIONSHIPS

THIS POSITION REPORTS TO THE FOLLOWING POSITION:

Executive Manager Corporate Services

THIS POSITION REPORTS TO THE FOLLOWING BUSINESS UNIT:

Corporate Services

THIS POSITION HAS THE FOLLOWING DIRECT REPORTS:

Senior Web Developer
IT Systems Support

AUTHORITY LEVELS (Decisions and Recommendations expected)

Financial Delegation

KEY RESULT AREAS (KRA) (What is performed and Why)

GENERAL BUSINESS

- Manage the IT function to ensure that the WAFC's underlying technologies provide users with flexibility in the management, access, retrieval, sharing and configuration of the large amounts of data held by many systems.
- Lead the IT team and be a proactive member of the Corporate Services Leadership Team.
- Be an active internal advocate of the IT function and the services so that all business stakeholders have the IT tools and training that optimises the WAFC IT investment and opportunities.

- Internal and external stakeholder management, with effective engagement and communication to ensure business needs are met, business priorities are supported and that business receives optimal support from IT
- Manage the IT budget in line with the Strategic Financial Plan
- Prepare business cases for IT led initiatives for informed decisions making around investment, benefits and risks.
- Provide IT project management and reporting to ensure all IT projects are prioritised in accordance with business operational and strategic priorities, whilst ensuring visible and efficient deployment of IT resources.
- Overseeing the maintenance and tuning of the WAFC's network system
- Ensure the IT function provides a high level of technical support to WAFC staff, disseminating knowledge promptly and effectively

Strategic and Operational Development

- Continuously improve the 3 year rolling IT Strategic plan, to ensure it supports the WAFC Strategy
- Develop IT operational policies, standards and guidelines for all staff
- Manage the delivery of training in the use of all WAFC technology
- Develop initiatives aimed at improving operational performance, communication and collaboration using technology
- Identification of IT related opportunities at the WAFC.
- Develop and enhance Cyber security policy and awareness across the organization.

Contract Management

- Negotiate and manage all IT supplier contracts to ensure WAFC commercial integrity, WAFC compliance and WAFC business needs are met
- Ensure WAFC complies with all software licensing and warranty requirements
- Manage the WAFC's IT service and support agreements
- Liaise with external software providers on system developments and upgrades

Infrastructure and Support

- Plan and implement additions, deletions and major modifications to the infrastructure
- Monitor, maintain and track the performance of the server environment (VMware ESXi Cluster and SAN unit) ensuring the operational integrity of the technologies and services provided.
- Ensure efficient Helpdesk function to WAFC staff, which includes:
 - Monitoring user access (standard and remote) to the WAFC network;
 - Support user base and taking on all level support calls for desktop, server and networking issues.
 - Ensuring that the WAFC network (Router, firewall, switches and domain controllers) is available
- Ensure WAFC Microsoft Azure portal and Office365 services are functional for staff and stakeholders.
- Oversee team responsible for:
 - Printer hardware installation, maintenance, upgrades, monitoring, troubleshooting and support
 - Administration, configuration and maintenance of backup applications and technologies, including tape drives/libraries
 - Manage Microsoft 365 email environment
 - Partnering with business stakeholders for leveraging Microsoft 365 to automate processes and workflows.
- Ensure appropriate disaster recovery measures are in place
- Establish and control system access and security

- Provide assistance in testing new equipment and systems
- Prepare regular reports on the operations of systems
- Manage the WAFC's cloud based PABX telephone and video conferencing systems.

Web Development

- Project manage the web development initiatives
- Prioritise projects in accordance with the organization strategic and operational plan.
- Build and maintain strong relationships with the internal and external stakeholders to ensure the continued value of the provided services.
- Communicate with the WAFC stakeholders regarding the development process
- Support and oversee the Senior Web Developer to ensure effective and efficient:
 - Maintain and update the web development strategy
 - Manage the web development task list and projects
 - Maintain the WAFC web assets, applications and services.
 - Supervise the requirement gathering and analysis process
 - Create the solution specifications and requirement documents
 - Maintain quality of service levels
 - Maintain processes and procedures
 - Ensure conformance to the WAFC corporate objectives
 - Ensure security and system performance of web applications and services

COMPETENCIES (SKILLS, KNOWLEDGE, EXPERIENCE) REQUIRED FOR THIS POSITION:

<p>1. Technical Knowledge Tertiary IT qualifications (desirable), Microsoft Certifications (essential) and knowledge of web development technology stack (desirable))</p>	<p>5. Initiative High level of initiative and ability to work unsupervised.</p>
<p>2. Computer literate High level of computer literacy needed. (see experience required)</p>	<p>6. Planning and Organising Skills required to plan and implement timelines and strategies to recognise the different areas of focus at different times of the year. The need to be able to seek additional help during peak times or periods of overlap</p>
<p>3. Effective Communication Ability to communicate with all football stakeholders. Including WAFC staff, WAFL clubs, DFDC stakeholders, affiliated leagues and any other relevant parties.</p>	<p>7. Analytical Power Ability to analyse business requirements and propose innovative solutions.</p>
<p>4. Client/Stakeholder Focus Provide high level of football stakeholder focus.</p>	<p>8. Judgement At all times to display sound judgement in the management of the IT function.</p>
<p>5. Teamwork Lead the IT team to work effectively and cooperatively with other teams, in order to achieve team and organisational goals.</p>	<p>9. Problem Solving Ability to recognise a problem, identify possible causes, generate alternative solutions and select the most appropriate course of action giving full consideration to all factors.</p>

EXPERIENCE REQUIRED TO UNDERTAKE THE POSITION: (Essential or Desirable)

Qualifications, Skills and Experience:

- Tertiary qualification in Information Technology (desirable)
- Microsoft Certified Systems Engineer or Microsoft Certified IT Professional certifications (essential)
- At least 5 years experience in a similar role
- Experience in managing an infrastructure and development IT team
- Experience in managing VMware cluster environment and Virtual Lan networking environments
- Demonstrated experience in providing infrastructure support in small/medium enterprise environment, including project support
- Demonstrated experience in managing a helpdesk team at all service levels
- Exposure to a web development environment
- Solid understanding of technology based trends & the impact on current systems
- Preparedness to work weekends and non-traditional hours as required
- Ability to work autonomously and manage conflicting priorities
- Strong verbal, interpersonal & written communication skills including writing IT network plans and business cases
- Solid presentation skills