

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager, Infrastructure
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Information Technology (IT)
Term of Appointment	Full-time Appointment
Effective Date	June 2024

Position Purpose

The position is an administrative position at the Sarawak Campus. The position will be responsible for carrying duties involving various functions of Information Technology designated by the Manager, Information Technology - mainly to develop, deploy and support IT initiatives for the University which include planning, governance, project management, security, technology review, processes improvement, issue management, technology presentation and training, risk management, incident management, infrastructure implementation and administration and any other activities across other sections of IT Unit as well as any other relevant tasks as assigned.

Participation on Committees

The position will be required to participate on relevant committees as and when required for the efficient performance of duties and as directed by the Manager, IT; or Director, Administration; or Pro Vice-Chancellor and Chief Executive Officer – PVC&CEO (Sarawak); or by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> positions' supervisor/manager	Manager, IT, or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	Executives and Officers if any assigned

Location

This position is located at the Swinburne University of Technology Sarawak Campus.

SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	TECHNICAL SKILLS AND KNOWLEDGE	<p>Responsible for IT infrastructure strategic planning, system and network security, project management and risk management according to the University's business objective:</p> <ul style="list-style-type: none"> Responsible for IT infrastructure architecture design, evaluation, test and implementation of servers, clouds, storage and backup, networks and telecommunication, etc. Responsible for daily IT infrastructure operation of the University by ensuring uptime and availability, configuration and monitoring, upgrades and patching, support and troubleshooting, etc. Responsible for backup management and disaster recovery of critical IT infrastructure of the University. Review technology and operational processes regularly and recommend necessary improvements on IT infrastructure to achieve service excellence. Develop and maintain the up-to-date documentation of IT infrastructure such as HLD, LLD, flowchart, configuration, standards, guidelines, SOPs, etc. Responsible for IT infrastructure project activities from planning to completion, inclusive of project strategy and planning, risk assessment, resource management, quality control, progress reporting, etc. Assist in the preparation of monthly, annual and ad-hoc IT performance reports and analyse the trending for decision making. Assist in tender and procurement, inclusive of licensing, warranties, service agreements and contracts renewals. Assist in budget planning and expenditure controls for IT operation and capital expenditure.
2.	POLICY AND PLANNING	Assist and support the Manager, Information Technology, to implement and to ensure compliance with all the policies relating to Information Technology.
3.	RESOURCE MANAGEMENT	<ul style="list-style-type: none"> Establish and maintain materials and equipment storage. Monitor material usage and check deliveries for the University. Ensure system compatibility, maintenance of Swinburne Standard Operating Environment. Oversee the tender and procurement for the department, ensuring compliance with relevant policies and procedures. Oversee the financial planning for the department, ensuring approved financial resources are utilised effectively.
4.	VENDOR RELATIONSHIP MANAGEMENT	<ul style="list-style-type: none"> Specify items required and obtain quotations as necessary. Maintain good relationship with vendors.
5.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:</p> <ul style="list-style-type: none"> Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; Direct investigation of incidents and coordinate corrective actions as needed.
6.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> Commit to the Swinburne Values. Conduct work professionally while demonstrating the Swinburne Values at all times. Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
7.	CUSTOMER SERVICE	<p>Demonstrate Swinburne Values and Culture including:</p> <ul style="list-style-type: none"> Provide IT-related services; Perform general equipment troubleshooting; and Work effectively and with flexibility as a team member, providing prompt input, advice, and assistance as required.
8.	REPORTS	Prepare reports and provide accurate information as and when required by the Management.
9.	OTHER DUTIES	Any other duties as and when required by the Manager, IT; or Director, Administration; or PVC&CEO (Sarawak); or by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in Computer Science, Information Technology (IT), or a related field from a recognised institution with a minimum of 3 - 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff. Master's degree holder can be considered.	Essential
2.	Possess at least TWO relevant IT certification(s) in active status with minimum one at advance/professional level and with active status in either project management, governance and frameworks, networking, servers, clouds, security, or others. (e.g. PMP, Prince2, CCNA/CCNP, PCNSA/PCNSE, VCP/VCAP, RHCE/LPIC, MCSE, Azure or AWS Architecture, ITIL or equivalent)	Highly Desirable

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	At least three (3) to five (5) years of relevant working experience in any two of the following domains: system, network, cloud or security architecture design and implementation, infrastructure operation support and administration, system lifecycle management, project management, risk management in a medium to large enterprise with a proven record of providing quality service and leadership.	Essential
2.	Ability to lead, mentor, support and motivate staff in their professional career development and integration into Swinburne Values.	Essential
3.	Thorough knowledge of enterprise architecture, governance and risk, IT operations and service delivery, including knowledge of IT best practices, industry trends, and service improvement.	Essential
4.	Excellent interpersonal skills especially in a cross-cultural situation and demonstrated ability to work effectively in a consultative and team environment.	Essential
5.	Ability to perform the tasks assigned under pressure and short notice. Flexible and ready to work outside of normal office hours when required.	Essential
6.	Ability to communicate orally and in writing, to convey and elicit information effectively through storytelling styles, and to develop cooperative working relationships with staff, students and vendors.	Essential
7.	Ability to handle multiple priority at one time with strong prioritisation and time management skill with strong focus on the results and objectives.	Essential
8.	Ability to work and conduct research independently to formulate business justification on the adoption of new technology or solution align to the business objectives.	Essential
9.	Ability to explore underlying business and technical drivers for opportunities, challenges and make sound recommendations to business units and stakeholders.	Essential
10.	Experience in network and security architecture, design, implementation and administration of Cisco equipment such L2/L3 switches, router, ASA, WLC, ISE, PRIME, DNA, VPN, AnyConnect, etc.	Essential
11.	Experience in system and cloud architecture, design, implementation and administration of Windows Servers, Linux Server, hyperconverged infrastructure, virtualisation, backup management, endpoint management, etc.	Essential
12.	Experience in developing and documenting disaster recovery plans, carrying out disaster	Essential

	recovery test and executing the processes in accordance to documented procedures.	
13.	Experience in IT project management with at least two project participation by holding the role as project manager, coordinator or implementer with successful track record of IT infrastructure implementation.	Highly Desirable
14.	Knowledge on IT risk management based on enterprise risk management framework on risk identification, assessment, mitigation, monitoring and reporting.	Highly Desirable
15.	Experience in infrastructure automation via tools, scripting or APIs, such as PowerShell, Python, Shell, Rest, JSON, XML, Ansible, Puppet, Chef, etc.	Highly Desirable
16.	Experience in IT budget planning, CapEx and OpEx, tender and procurement, contracts and renewals, etc.	Highly Desirable
17.	Familiar with IT governance frameworks, enterprise architecture, security and operation (e.g. COBIT, ITIL, NIST, ISO, CIS, CMMC, C2M2, SABSA, TOGAF & etc.)	Highly Desirable
18.	Ability to conduct IT training and awareness program with strong presentation skills targeting both staff and students.	Highly Desirable

Applications:

The application must also include a separate document addressing each applicable element of the Key Selection Criteria (as listed in Section C above).