



# Executive Manager

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Technology

**Position Description Number:**

203913

**Directorate / Command / District / Division:**

Infrastructure Operations

**Level:**

Level 7

**Work Unit:**

Infrastructure Systems

**Employment Conditions**

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

This role is included in a divisional, rotating, on call roster to support the 24/07 coverage provided for corporate applications

Location: Perth

**Position Objective**

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Manages the operations of Infrastructure Systems which includes cloud delivery models, cloud storage and technology platforms. Ensures the optimum management of contracts for the provision, operation, maintenance and support of business information systems infrastructure.

**Role of Work Unit**

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The Infrastructure Operations Division manages the reliability, performance, and availability of the organisation's core IT infrastructure. It is responsible for the planning, design, implementation, configuration, and contract management of daily operations across compute, network, storage, cloud, end-user devices, and data centre environments. The division ensures that technology services are delivered securely, efficiently, and in accordance with organisational policies, ICT standards, and recognised frameworks.

**Reporting Relationships**

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This position reports to:

- Assistant Director Infrastructure Operations, Level 8

Direct reports to this position include:

- Senior Systems Analyst, Level 6
- Assistant Manager Cloud Services, Level 6

Total number of positions under control: 5

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## Key Accountabilities

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### 1 Leadership and Management (50%)

- 1.1 Manages Infrastructure Systems to ensure the integrity, availability and continuity of the agency's business information systems.
- 1.2 Drives initiatives for innovation and improvement contributing to service optimisation and excellence in service.
- 1.2 Leads the identification and development of operational plans relating to the provision and support of infrastructure services.
- 1.3 Manages outsourced contracts and appropriate Service Level Agreements (SLAs) for delivery of infrastructure services, initiatives and operations, managing contract performance through measures such as KPI's.
- 1.4 Participates in and contributes to the strategic management of the Technology Portfolio including the development of strategic plans and the adoption and deployment of new information systems.
- 1.5 Manages relevant budget, optimising spend through cost forecasting, transparency and delivering value for money.
- 1.6 Undertakes performance management activities as directed by the agency to manage performance and provide coaching and guidance to staff under their control.
- 1.7 Establishes and implements policies and procedures relating to infrastructure systems applicable to the agency's environment.
- 1.8 Plays a role as an advisor in escalation of commercial issues for remediation action or referral to Commercial Management.
- 1.9 Contributes to and plays an active role in continuity and disaster recovery planning and compliance as well as management of divisional risks.
- 1.10 Builds positive relationships with internal stakeholders and drives new business and improvement through delivery of fit for purpose infrastructure systems.

### 2 Infrastructure Systems (45%)

- 2.1 Contributes to the development of technical specifications and evaluation of requests for tender in the procurement of infrastructure services and support contracts, as a subject matter expert.
- 2.2 Liaises with project staff to ensure application of project acceptance framework and contract SLAs (including finance) are developed in support of new technology initiatives.
- 2.3 Liaises with external organisations, both local and federal, to ensure appropriate inter-organisational support processes are maintained.
- 2.4 Represents the agency on government committees and focus groups and ensures the agency's interests are considered.
- 2.5 Provides advice to the Assistant Director Infrastructure Operations and other senior personnel with respect to trends and issues associated with the integration of new and emerging information infrastructure delivery technologies.
- 2.6 Provides direction concerning the analysis and resolution of difficult, escalated systems related problems, issues and incidents.
- 2.7 Monitors current and emerging trends in systems infrastructure technologies.
- 2.8 Ensures that services are delivered, and capacity is maintained to agreed standards of infrastructure systems in both on premises and cloud environments.
- 2.9 Ensures the integrity and availability of the agency's corporate information systems is optimised by adherence to standards and guidelines.
- 2.10 Manages guidelines for patching compliance and change and release processes, ensuring alignment with business priorities.

### 3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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## Work Related Requirements

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### Essential

Leadership and management skills

**Context in which work related requirements will be applied and or general standard expected.**

Providing vision and direction to staff at all levels in a technical environment. Managing outsourced contracts in support of infrastructure services for a large organisation providing 24 x 7 x 365 services. Providing management, quality management, service level management and performance management.

Communication skills

Developing and maintaining effective working relationships with internal and external stakeholders. Negotiating and managing conflict. Preparing formal documents and reports of a complex nature.

Information system infrastructure knowledge

Monitoring and managing key performance and capacity. Recognising concepts and technologies applied in information system implementation and maintenance. Recognising and applying knowledge of concepts and technologies applied in infrastructure production services common in contemporary hybrid cloud environments.

Contract management skills

Performance delivery measurement, budget management and maintaining productive relationships with outsourced contractors and service providers.

Analytical and conceptual Skills

Solving problems and critical thinking within a diverse environment. Developing and implementing effective solutions to complex problems. Interpreting and evaluating data.

## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Leadership Context

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We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Leading Leaders**.

## Certification

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These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
Senior Organisational Design Consultant Organisational Design and Analysis	Julie Ismail	18/02/2026
Assistant Director Infrastructure Operations	Simon Chan	18/02/2026