

Role Statement



Position title:	Senior Manager Technology Services Operations
Position number:	40001562
Salary and Level:	Level 7 PSCSAA
Reports to:	Director Service Operations
Direct reports:	TBD

The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision for 'a hopeful, health, connected and sustainable community life for all Western Australians'.

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

About the business unit

Technology Services is responsible for the technology services and support IT functions across all areas of the Lotterywest and Healthway businesses. The area is also responsible for the overarching compliance, change management and technology partner services for Lotterywest gaming and Lotterywest and Healthway grant management systems. In doing its work, the Technology Services team works collaboratively across the organisation to ensure technology business needs are met.

The business unit is undertaking transformation in the way it delivers services, consistent with the Board endorsed strategic direction. This is with the purpose to deliver an agile, scalable, responsive team and digital business operating model, including investment in cloud services, focused strategic vendor management and contemporary digital solutions to deliver on current and future business outcomes.

Key focus areas of the position

Reporting to the Director TS Operations with the Technology Services group the Senior Manager TS Operations is responsible for all aspects of the organisations tiered support of technical infrastructure.

The role has the following key focus areas:

- **Operations oversight** – Act as a gateway for projects and tasks before they are released to production as a sign-off authority of release checklist
- **Technology support** – Ensures internal and external technology systems are well supported, that system change processes are successfully implemented and that there is a quick response, resolution and reporting of system outages

Role Statement

- **Technology reliability** – Ensures technology applications (including business critical gaming systems), infrastructure and communication networks have high availability, optimal performance and capacity, and are current, maintained and secure
- **Relationship management** – Develops and maintains productive partnerships with business-critical service providers and key gaming stakeholders

Key responsibilities

Strategy

- Develops and recommends innovative processes that improve TS' operational efficiency and effectiveness.
- Contributes to innovative and effective long term strategic planning to ensure technical infrastructure and tiered support of service meet long term needs. Identifies, initiates, recommends and delivers new and innovative methods and strategies which contribute to the efficient delivery of technology solutions.

Leadership

- Leads a technical support team in the delivery of ICT operations support services.
- Develops a highly motivated and engaged team and leads and supports the team members professional and personal development initiatives.
- Leading, managing, monitoring, measuring and reporting on service contract delivery obligations.
- Leading and managing the effective resolution of technical problems relating to information and communications technology infrastructure, communications networks and database management.
- Implement the appropriate Service Support model for technology services, combining on premise and cloud-based solutions.

Operational

- Effectively manages service and supply contracts with regular performance reviews and timely contract renewals.
- Reports on agreed service levels, system capacity, availability and backups
- Coordinates work effort and manages the team priorities across the Technical Infrastructure group.
- Ensures high availability, performance, and capacity of technology infrastructure.
- Identify infrastructure technology risks and issues, then plan and implement their mitigation including producing supporting business cases.

Reporting

- Assists with audit and risk compliance and reporting regarding TS operational systems and services as instructed by the Director.

Stakeholder Management

- Maintains appropriate and effective relationships with team members, other business units, service providers and staff.
- Undertakes customer feedback surveys to gauge customer satisfaction.
- Leads, manages, monitors and measures service contract delivery and engagement with all suppliers.
- Reports to Senior Management on contract status or non-conformance with contract agreements

Role Statement

Other

- Required to act as Incident Manager on a rotating roster.
 - Other duties as required.
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Mandatory / special role requirements

- Driver Licence
- Police Clearance
- After hours work/On-call responsibilities

Essential selection criteria

1. Demonstrated high level technical, analytical and problem-solving skills, with experience in managing a technical infrastructure environment.
2. Demonstrated high level experience in developing and managing relationships with internal and external customers and stakeholders communicating and effectively influencing and negotiating desired outcomes.
3. Demonstrated high level experience in technical infrastructure systems and support, with knowledge of cloud, network, storage, backup, and server architecture.
4. Demonstrated knowledge of ITIL practices.
5. Demonstrated knowledge of contract management principles and the management of external service providers.
6. Demonstrated high level experience in the delivery and management of technical infrastructure roadmaps. Inclusive of risk management and business case delivery.

Required Qualification

Degree or industry qualifications in information and communications technology or a related field of study and/or a minimum of 5-years managing a technical infrastructure in a similar role.

Authorised by:



Caroline Niewiarowski-Fish
Chief Information Officer

Date: 26 March 2024