



Position Description

Position Title:	Assistant Director Infrastructure Support	Classification Level:	8
Position Number:	33254	Reports to:	Chief Digital Officer L9
Directorate:	Service and Invest	Supervises:	5 FTE
Branch/Section:	Technology Services / Infrastructure Support	Location:	Perth Metropolitan Area



Empathy Collaboration Growth Clarity

Our Values

Our values define who we are, how we communicate, interact, develop and work together. Our values underpin everything we do.

Our values: **Clarity, Empathy, Collaboration** and **Growth**.

Role Summary

The Assistant Director Infrastructure Support is accountable for the delivery of all IT infrastructure and related IT operations used to enable business capabilities and services across the enterprise and external Government entities. The role leads a team of technical professionals, contributes to the development and execution of the Department of Finance (Finance) Digital strategy and is responsible for ensuring the Service Delivery plan is fully aligned, positioning Service to deliver compelling business value.

This is a critical leadership role that brings current knowledge and future vision for transforming the Service Delivery function including its service offerings and workforce. The role holder is a senior stakeholder in all relationships with externally sourced capabilities.

Responsibilities

- Lead the delivery of IT infrastructure and related IT operations in a cloud-based environment, providing direction on the implementation, support, and continuous improvement of services.
- Lead the development and execution of Finance's cloud strategy, ensuring alignment with business goals and objectives.
- Lead the implementation and maintenance of robust security measures and adherence to industry standards, Government policy/legislation and internal security standards as they relate to infrastructure and cloud services within your remit.



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- Develop and maintain strong relationships with third-party vendors, collaborating with vendor management experts to drive service excellence, manage costs and mitigate contract risks.
- Lead and maintain a technology roadmap in close consultation with customers and other IT functional areas, enabling business capabilities and mitigating the risk of business disruption.
- Actively build strategic partnerships with other public sector agencies and private industry leaders to share knowledge, promote Finance's reputation and ensure Finance operates in alignment with best practice.
- Identify opportunities to optimise cloud costs and implement strategies to minimise expenditure while maintaining service quality.
- Lead the establishment of performance metrics and monitoring systems to ensure availability reliability and scalability of cloud services.
- Stay abreast of the latest cloud technologies, industry trends, best practices, and evaluate their potential for adoption within Finance.
- Lead the development and implementation of disaster recovery plans to mitigate risk and ensure availability of technology services. Assist and advise on the development of Finance's business continuity plans.
- Ensure efficient management of consumption and forecasting of capacity for cloud services within Finance.
- Manage assigned budgets to most effectively utilise available resources to maximise value to Government, Finance and customers.
- Manage and plan the Infrastructure team's professional development and upskilling to meet the challenges and demands of Finance.
- Lead and foster a team culture of continuous improvement, leveraging the opportunities presented by technology to drive innovation and enhance organisational performance.
- Demonstrate Finance's values in all interactions to contribute towards an innovative, customer focused, high-performing and values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Leaders.
- Perform other duties as directed.

Essential Requirements

- Substantial experience and skills in driving organisational and cultural change in a complex environment. Extensive leadership and management capability to lead a multidisciplinary team that builds trust with customers and deliver exceptional customer experience.
- Demonstrated extensive experience in leading and advancing complex enterprise-scale cloud environments within a large corporate or government environment, preferably with an element of providing and supporting services externally.
- Proven knowledge and experience of delivering IT infrastructure services within the context of a cloud-based environment. Be vendor- and technology-neutral, focussed on achieving targeted business outcomes.
- High-level written and verbal communications with demonstrated ability to influence effectively and lead the delivery of a customer-centric service.

Desirable

- Relevant tertiary qualifications.



Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of Finance and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in **Leading Leaders** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: M.McLeod, Senior HR Consultant, March 2024

Classification Evaluation Date: D.Paul, Senior HR Consultant, December 2023

