

Ops Manager Platform & Application Services Position Description

Grade	7.1	Position number	
Employment type	Ongoing	Status	Full time
Division	Service Delivery	Direct / indirect reports	5 / 50-60
Reports to	General Manager Operations		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

Position Purpose

This position leads CenITex's delivery of platform and business application services to customers and is responsible for ensuring services meet and exceed customer expectations.

Key Accountabilities

- Accountable for the availability, performance and customer satisfaction for all services within the section, including complex and/or specialised business critical systems.
- Develop initiatives, programs and reports on the progress of systems support activities, using appropriate quality assurance processes to ensure that support is carried out in accordance with agreed standards, methods and procedures.
- Lead analysis and response to new and complex issues relating to support services within the section through a process of consultation and negotiation with of internal and external service providers.
- Drive productivity and cost efficiencies "year on year" from operations while maintaining service levels and customer satisfaction.
- Support transition of projects into operations.
- Provide authoritative advice and guidance to the Service Delivery Leadership and peers regarding network and security services, influencing outcomes where required.
- Participate in long-term planning for strategic platform and business application services and work collaboratively with stakeholders and customers to achieve objectives.
- Effectively manage the business operations of the section (business planning, people, governance, audit and risk, service life-cycle management, finance and performance) ensuring clear objectives and targets are in place to deliver the services
- Foster a culture that appropriately models the vision, values and commitments, ensuring that the safety, development and growth of employees within the section.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. Specialist Expertise and Experience

Substantial knowledge, capability and experience leading platform and applications functions, with strong recognition as a leader in field of expertise.

2. Leadership Skills

Significant track record in developing and leading high performance teams, with proven ability to motivate, inspire and align teams to strategic priorities.

3. Communication and Influence

Excellent communication and interpersonal skills with the ability to credibly communicate, negotiate and influence outcomes at all levels of an organisation.

4. Business Management

Demonstrated ability to develop and drive strategic and operational objectives through effective planning and management of business functions i.e. ITIL framework, people, finance and performance.

5. Change Leadership

Demonstrated experience in leading complex business change initiatives that deliver customer-focussed and efficient services.

Education and Qualifications

- Postgraduate tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- ITIL Certification.

Skills & Competencies

- **Business Partnering** - Creates partnerships with stakeholders to achieve mutual objectives and strategy.
- **Change Leadership** - Creates and improves their work group so that it raises its performance over time in changing circumstances.
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success.
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs.
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals.
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation.
- **Performance Management** - Ensures the appropriate performance of all direct reports over time.
- **Resource Management** - Manages all the equipment, materials, financials and human resources to meet the required output by the required time.
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it.
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term.
- **Strategic Insight** - Is attentive to the opportunities and threats of factors external to the organisation.
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.