

POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Assistant Manager, Infrastructure
Position Grade	E3
Category	Executive
Campus/School/Unit	Sarawak Campus – Information Technology Services
Division	Student & Corporate Services
Term of Appointment	Permanent
Effective Date	November 2011

Position Purpose:

The position is an administrative position at the Branch Campus University in Sarawak. The person reports to the Manager, Information Technology Services Unit and will be responsible for overseeing operations within the department.

This involves :

- Providing leadership and direction for business development by maximizing IT resources
- Being responsible for managing, implementing, maintaining and monitoring various Information Technology services related matters
- Developing and updating the Information Technology Services (ITS) policies and procedures, ensuring that they are oriented towards achieving the company's objectives and that they are understood and complied with by all levels of personnel
- Providing advice and expert opinion to the management team in the IT and Technical services areas
- Providing expert advice on the selection, implementation and management of enterprise applications

The University operates a Microsoft based domain with Window clients. The infrastructure consists of 30 servers and 1000 clients on a Cisco network providing services for both for administrative and student use.

The person will also be expected to provide leadership and project management guidance in the implementation of strategic initiatives including the implementation of new systems and infrastructure.

The University sees the quality of its IT services and infrastructure as a strategic asset to serve its mission and stakeholders. Accordingly, the incumbent will demonstrate a commitment to the delivery of high quality IT services and infrastructure.

University Information:

Swinburne University of Technology is a large multi-sectoral and multi-campus institution with a stated mission to be a pre-eminent entrepreneurial university in the Asia-Pacific, thriving on new ideas and knowledge and exploiting its intersectoral heritage to create value for its stakeholders.

Swinburne has campuses in metropolitan Melbourne at Hawthorn, Prahran, Lilydale, Wantirna, Croydon and Healesville and an overseas branch campus university in Kuching, the capital city of the State of Sarawak in Malaysia. It also offers an increasing number of subjects and courses via the Internet. Its programs cover the education and training needs of over 40,000 students ranging from apprentices through to doctoral students.

Swinburne is proud of its close links with industry, business and the community generally. It has gained a prominent and respected name in education in Australia and overseas through:

- government funded programs and research;
- industry and business funded research;
- consultancy and training;
- fee-for-service teaching;
- an international focus for its curricula, student recruitment and operations.

The Branch Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs and a limited number of diploma programs. The branch campus was established in 2000 as Swinburne Sarawak Institute of Technology, and on gaining university status in Malaysia, it changed its name to Swinburne University of Technology (Sarawak Campus) in June 2004.

The Branch campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. In 2010 the Sarawak Campus has approximately 4,000 students from Malaysia and other countries and plans to expand rapidly as its staff and facilities are developed in the next few years to allow a wider diversity of courses to be offered.

The branch campus university in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its Foundations – Yayasan Sarawak and the Sarawak Higher Education Foundation. The academic operations of the campus are integrated with and overseen by the University in Australia.

Unit/School/Division

Information Technology Services Unit

ITS is a unit within the Student and Corporate Services division. The Unit is responsible for handling the following:

- Planning and implementation of IT networks, systems and communications
- Installation and maintenance of PCs, networks, systems, software and hardware, and communications
- Planning, managing and maintaining the computer labs

URL to web pages:

<http://www.swin.edu.au/hed/> and <http://www.swinburne.edu.my>

Participation on Committees:

The person may be required to participate on relevant committees as directed by the ITS Manager, Director Administration, and/or the Chief Executive.

Supervision Reporting Relationships:

<u>This</u> position's supervisor/manager	ITS Manager
<u>This</u> position's subordinates	The staff answering to this position will consist of 6 members including: Cisco/Linux/Technical Administrators Technical Officers

Location:

This position is located at the 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	IT MANAGEMENT	<ul style="list-style-type: none"> • Provide strong technical and management leadership, direction, and expertise in the area of IT management to the department and the University to ensure that its goals, policies and operations are supported effectively and efficiently • Able to develop IT strategies to meet the growing needs of the University in both administrative and academic areas • Ensure the effective management of the IT assets for the organization including effective security and backup, software licensing compliance, effective maintenance and support and compliance with relevant policies and regulations • Provide leadership in the selection and implementation of enterprise mission critical applications
2	LEADERSHIP	<ul style="list-style-type: none"> • Provide strong leadership, supervise, encourage and support the work of subordinates within the department. Set professional standard for the staff • Ensure that staff within the department are properly trained and provide guidance for them to carry out their duties effectively and efficiently • Plan and set performance goals for the staff within the department and monitor performance of the staff within the department
3	MANAGEMENT & PLANNING OF IT SERVICES AND ACTIVITIES	<ul style="list-style-type: none"> • Develop and update the policies and procedures pertaining to the Information Technology services to ensure the department meets the needs of management and staff of SUTS • Plan, organize, lead, and monitor the implementation and effective operation of the department's activities and services • Ensure that the services and activities planned are in accordance with government rules and regulations • Provide Project management advice and expertise as required
4	SET DIRECTION	<ul style="list-style-type: none"> • Provide advice on the development of the department functions for the Director Administration, PVC/CE, Senior Management Team, Board and Council • Help to strategically position Swinburne Sarawak as a major university in Malaysia through the development of adequate IT facilities and resources
5	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus university and its students in accordance with organisational expectations. <ul style="list-style-type: none"> ▪ Implement high quality processes that document, assess, improve and deliver favourable service performance. ▪ Be accessible for client enquiries; and respond to clients in a timely manner. ▪ Ensure the staff provide a friendly, helpful and responsive service to internal and external customers • Providing accurate information, educating and advising the staff on the department policies and procedures • Respond to any queries in a timely and polite manner
6	RESOURCE MANAGEMENT	<ul style="list-style-type: none"> • Ensure that accurate information is available for use by the Senior Management Team, the Board and the University Council • Be proactive in finding solutions for any problems relating to IT services matters and improve on work processes

7	LIAISON AND INTERACTION	<p>Liaise with relevant government authorities and statutory bodies in complying with the rules and regulations.</p> <p>Liaise and interact with other external parties such as contractors, vendors, and Insurance Companies on relevant matters.</p> <p>Liaise and interact with internal parties on relevant matters.</p>
8	REPORT	Prepare and provide accurate reports on the relevant information as and when needed by the Management.
9	AUTHORITY	<ul style="list-style-type: none"> • Plan, manage, and approve department expenses in accordance with the budget. • Approve annual leave, overtime claims, travelling claims, and other claims within the department. • Recommend travelling, training and development, and promotion of the staff within the department as appropriate.
10	OTHER DUTIES	Any other duties as and when required and directed by the ITS Manager, Director Administration and/or the Chief Executive.

SECTION C: 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.	Bachelor's degree in Computer Science, Information Technology or other relevant discipline from a recognized university.	Essential

Experience / Knowledge / Attributes: Required by the person to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	At least 7 years of relevant working experience in the areas of network operations, support, systems and infrastructures / Information Technology services domain or extensive experience in managing a substantial IT operation unit in a medium to large enterprise with a proven record of providing quality service and leadership.	Essential
2.	Hands-on expertise and knowledge of the operations and maintenance of IT networks and systems in one or more of the following domains: <ul style="list-style-type: none"> • System management (inclusive of backup and recovery) of Unix/Linux/Windows servers • Network infrastructure management preferably on Cisco 37XX, 45XX and 65XX switches • Datacenter setup, implementation or management • Security management of systems 	Essential
3.	Have excellent interpersonal & organisational skills, pleasant personality, and a good team player.	Essential
4.	Experience in ITIL concepts and implementations.	Highly Desirable
5.	Substantial experience in networking using CISCO systems including implementation of wireless, VPN and firewalls.	Highly Desirable
6.	Knowledge of current rules and regulations governing IT (including privacy, security and software licensing) and its current trends.	Highly Desirable
7.	Have experience in formulating policies and procedures on the usage of information technology and providing for its internal control and security.	Highly Desirable
8.	Experience in developing, motivating and managing staff and vendors.	Highly Desirable

Swinburne Attributes:

Our attributes inform the selection process; however, a written response to the attributes is not required. The attributes are:

Building Organisational Capability	Demonstrates Personal Integrity	Manages Change Effectively
Builds Relationships	Drives Service Excellence	Provides Educational Leadership
Creates a Learning Environment	Exhibits Entrepreneurial Skills	Sets Direction

For information refer to the following weblink: [Swinburne Attributes](http://www.swin.edu.au/corporate/hr/attributes/)
(<http://www.swin.edu.au/corporate/hr/attributes/>).

Further Information:

Further information is available from Andrea Sim, Manager, Human Resources at telephone 082-416353 ext. 8756, fax 082-260821, email asim@swinburne.edu.my

Applications:

Applications should include with their application a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The University has a policy requiring successful applicants to produce evidence of all formal qualifications at the time of commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category, and consistent with the purpose for which the position was established.

Name:

Date:

Signature: