

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Director, Information Technology (IT)
Position Grade	DIR (Director)
Category	Managerial
Campus / Unit / Faculty	Sarawak Campus – Information Technology
Term of Appointment	Fixed-term Contract
Effective Date	July 2025

Position Purpose

The Director, Information Technology is a strategic leadership position responsible for providing direction, leadership and management of the University's IT operations, strategy, governance, and digital transformation at the Sarawak Campus.

The role is critical in ensuring a secure, efficient, scalable and innovative IT environment that supports the University's academic, research and administrative functions. This includes responsibility for IT infrastructure, cybersecurity, enterprise systems, client support services and educational technology (the use of technology to enhance teaching and learning, encompassing tools, platforms, and strategies that facilitate innovative instructional methods and promote student engagement), while delivering high standards of user experience and business continuity.

The Director will oversee the development and implementation of IT strategic plans and frameworks aligned with the University's goals and the broader digital direction of Swinburne. This includes participation in major projects, digital capability uplift, ICT governance, and compliance with cybersecurity frameworks and legal obligations.

The Director will lead the Information Technology Unit, ensuring effective planning and delivery of IT services, building capabilities within the team, and fostering strategic partnerships across internal and external stakeholders. The role also plays a vital part in leading and mentoring the IT team, fostering cross-functional collaboration, and managing relationships with key stakeholders, including Swinburne Melbourne, vendors, regulators, academic staff, students and University leadership.

As the immediate supervisor of the Manager, Information Technology, the Director will ensure robust ICT operations while driving forward innovation, automation and improved service delivery for students and staff. The Director will also work closely with Swinburne Melbourne's Chief Information Officer and relevant groups to ensure systems alignment and collaboration between campuses.

Through membership of critical University committees and by less formal processes as appropriate, the Director will work closely with other senior management members in Swinburne Melbourne. As a senior member of the University, the Director is also expected to contribute to the effective running of the University more broadly by active involvement in other activities and participation in relevant committees, including the Executive Group.

Participation on Committees

The Director of Information Technology will be a member of the Executive Group of Swinburne Sarawak and relevant University ICT governance.

Other committees, boards, working groups, etc, as assigned or elected.

Supervision Reporting Relationships

This positions' supervisor / manager	Pro Vice-Chancellor and Chief Executive Officer (PVC & CEO) - Sarawak
This position's subordinates	Managers, Assistant Manager(s) and other position(s) if any assigned

Location

This position is located at the Swinburne University of Technology 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.	STRATEGIC LEADERSHIP AND DIGITAL TRANSFORMATION	<ul style="list-style-type: none">• Lead the development and execution of a University-wide IT and digital strategy aligned with Swinburne Sarawak's strategic plan and mission.• Drive digital transformation initiatives that enable enhance educational delivery, research capabilities, and operational efficiency, ensuring the University remains at the forefront of technological advancements.• Champion the adoption of emerging technologies, including AI, cloud computing, and data analytics.• Evaluate and align IT innovation opportunities to evolving student and academic needs.• Encourage a culture of continuous improvement and innovation within the IT team and across the University community.• Promote the use of data analytics to inform decision-making, enhance technology solution outcomes, and improve operational efficiency.• Encourage a data-driven culture across the University by providing tools and training to staff and faculty.
2.	IT GOVERNANCE, POLICIES AND RISK MANAGEMENT	<ul style="list-style-type: none">• Establish and maintain IT governance frameworks, policies, standards and procedures to ensure effective decision-making and accountability.• Oversee enterprise architecture, cybersecurity, risk management and compliance with internal and external regulations, ensuring the protection of digital assets and compliance with relevant regulations and standards.• Develop and implement data governance strategies and secure data practices across the University systems, ensuring data integrity, security, and compliance.• Ensure robust disaster recovery, risk management and business continuity planning.• Monitor and ensure adherence to internal policies and external legal and regulatory requirements related to IT operations.

KEY RESPONSIBILITY AREAS		
3.	INFRASTRUCTURE, SYSTEMS AND SERVICES MANAGEMENT	<ul style="list-style-type: none"> • Lead and oversee the planning, management and continuous improvement of IT infrastructure, enterprise applications, learning management systems, cloud environments, and network systems to support current and future needs. • Provide leadership in the planning and direct the selection, implementation and monitoring of enterprise applications (e.g. SSIS, LMS, CRM), ensuring they meet the University's strategic objectives and user requirements. • Ensure IT service delivery meets quality, efficiency and user satisfaction benchmarks. • Ensure that IT systems are scalable, reliable, and capable of supporting the University's growth and evolving needs.
4.	FINANCIAL PLANNING AND RESOURCE MANAGEMENT	<ul style="list-style-type: none"> • Develop and manage IT budgets, forecasts, and resources aligned to University priorities, ensuring optimal allocation of resources to support strategic initiatives and operational needs. • Evaluate and secure appropriate technology solutions and ensure strategic vendor management. • Provide timely and accurate information and reporting for executive decision-making. • Ensure efficient use of financial and human resources, aligning expenditures with the University's priorities and achieving cost-effectiveness.
5.	LEADERSHIP AND TEAM DEVELOPMENT	<ul style="list-style-type: none"> • Provide strong leadership to the IT department, fostering a collaborative and high-performance culture. • Inspire, lead and manage the IT team to deliver performance excellence and foster a culture of learning and development. • Set professional and ethical standards for the team and ensure continuous upskilling and certifications. • Establish individual and team KPIs aligned with University objectives. • Implement professional development programs to enhance the skills and competencies of IT staff, preparing them for future challenges and opportunities. • Develop and implement succession plans to ensure continuity of leadership within the IT department. • Promote and encourage a culture of coaching, professional development, self-improvement and self-reflection for continuous growth.
6.	STAKEHOLDER ENGAGEMENT AND COLLABORATION	<ul style="list-style-type: none"> • Work closely with academic and administrative leaders to understand their needs and ensure IT services effectively support their objectives. • Build and maintain relationships with external partners, including vendors, government agencies, and industry groups, to enhance the University's IT capabilities and reputation. • Collaborate with Swinburne Melbourne's CIO and IT & Digital teams to ensure integrated systems and shared services where applicable. • Serve as a trusted advisor to executive leadership on IT matters, providing expert recommendations. • Liaise with government and regulatory authorities, vendors, and partners to ensure compliance and innovation. • Effectively communicate the IT strategy and initiatives to all stakeholders, ensuring alignment and support across the University community. • Engage students as active stakeholders to enhance educational outcomes and foster a supportive learning environment.
7.	CUSTOMER SERVICE AND USER EXPERIENCE	<ul style="list-style-type: none"> • Champion a culture of 'customer centricity' throughout Swinburne Sarawak. • Foster a user-centric IT culture that ensures proactive support and seamless, high-quality service delivery to staff and students. • Establish channels for users to provide feedback on IT services. • Monitor and act on user feedback to continuously improve IT services. • Ensure IT staff are responsive, courteous and knowledgeable in assisting all

		<p>stakeholders.</p> <ul style="list-style-type: none"> • Regularly assess the performance of IT services, implementing improvements to meet or exceed user expectations. • 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. • Implement high-quality processes that document, assess, improve and deliver favourable service performances. • Be accessible for client enquiries and respond to clients in a timely manner. • Ensure front counter personnel provide staff, students and parents with a friendly, helpful, and responsive service.
8.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<ul style="list-style-type: none"> • Facilitate the establishment and promotion of OHSMS policy and objectives to enhance the effectiveness of OHSMS through directing the execution of OHSMS improvement plans as well as ensuring the implementation of safe work system and adequate provision of resources to fulfil OHS requirements and objectives. • Support the implementation and improvement of OHS management systems, ensuring IT operations comply with relevant legislation and promote a safe working environment. • Regularly assess and mitigate risks associated with IT operations, ensuring the health and safety of staff and users. • Ensure IT staff receive appropriate training on OHS policies and procedures, fostering a culture of safety within the department.
9.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all times. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
10.	OTHERS	<p>Any other duties as and when required and directed by the PVC & CEO (Sarawak); or any other person as assigned by PVC & CEO (Sarawak), or by an authorised personnel.</p>

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the 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.	A Bachelor's IT degree in an area relevant to the duties from a recognised institution, with relevant experience in leading IT teams, overseeing technology operations, develop technology roadmap and IT governance as well as compliance and risk management.	Essential
2.	A postgraduate qualification relevant to the position.	Highly Desirable
3.	Recognised certifications in security, enterprise architecture, Microsoft, Cisco, and project management (e.g. PMP, ITIL).	Highly Desirable
4.	Membership of relevant recognised professional IT body.	Preferable

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential/ Highly Desirable/ Preferable
1.	Minimum ten (10) years' experience in IT leadership roles, with proven ability in managing large-scale infrastructure and enterprise systems in a complex organisation.	Essential
2.	Experience in IT strategy development and execution in higher education or a similarly complex sector.	Essential
3.	Deep understanding of information security, privacy, disaster recovery and IT compliance.	Essential
4.	Proven experience in digital transformation, cloud services, and emerging technology adoption.	Essential
5.	A proven track record in implementing change and innovation across a complex organisation, including the ability to engage staff throughout the process.	Essential
6.	Strong strategic, analytical and problem-solving skills.	Essential
7.	Proven interpersonal skills, communication skills and influencing skills, with demonstrated ability to develop effective working relationships and foster collaborative relationships with a range of stakeholders and staff from different levels within the University.	Essential
8.	Proven ability to exercise initiative and high-level judgement and to work independently when meeting project objectives, that are consistent with the University's strategic direction and priorities.	Essential
9.	Proven track record in team leadership and management with the ability to lead, coach and develop others and effectively build an effective team environment.	Essential
10.	Experience in managing IT budgets and vendor contracts.	Essential
11.	Ability to lead and manage change and drive innovation in a dynamic environment.	Essential
12.	Familiarity with academic and research computing requirements. Direct knowledge or experience of the education industry or services businesses with the acumen of market and customer insights.	Highly Desirable
13.	Experience working with transnational education institutions or international campuses. Be well-informed and knowledgeable about Malaysian, Australian and transnational education matters.	Highly Desirable
14.	Have a good understanding of the professional and ethical issues associated with national and international IT sectors.	Highly Desirable

Applications:

The application must also include a **separate document addressing each applicable element of the Key Selection Criteria** (as listed in Section C above).

The application should also include a **separate document of your 5-year plan** for the position to be written in one (1) page.