

Manager, Cloud and Service Delivery

Position Description

Directorate:	Corporate Services
Reports to:	Chief Information Officer
Direct reports:	Cloud Solutions Specialist Cloud Engineer Cloud Analyst/s Network Engineer Cloud Engineer Field Technology Support Partner/s
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Manage the delivery of high-quality technology systems, (telephony, print, mobile, computing, storage, networking, endpoint, SharePoint, Cloud) and support services to staff, members and volunteers across NSW and drive improvements to the organisation's operational technologies and networks.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

Safety and Workforce Operations: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work; recruitment and retention; and employment relations.

People Strategy and Development: this team is responsible for people strategy; people policy; diversity; organisational development; and learning and development.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Accountabilities and responsibilities

The Manager, Technology Service Delivery will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Oversee delivery of Office365 and Azure Cloud Platform services to agreed budget, tech debt and security targets.
- Ensure effective risk management strategies are in place to mitigate service disruption risks including Disaster Recovery for Cloud and network infrastructure.
- Manage the lifecycle of multiple technologies and platforms to deliver maximum benefit across the Society.
- Manage the provision of level 1, 2 and 3 technology support services (via Managed Service Providers, Field Technology Support Partners and Cloud Team engineers respectively).
- Work with Executives, Directors and Managers to develop, agree, report on and review SLAs required to meet the Society's requirements.
- Work with platform teams and vendors to ensure OLAs are met to support the achievement of SLAs.
- Ensure a highly engaged and empowered team by implementing the Society's employee engagement initiatives and agile scrum/kanban team practices.
- Report on technology and system support requirements and articulate implications for future digital requirements.
- Cyber Security Plan for the Cloud Platform and networks.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Implement the Society's Digital, Data and Technology Strategy.
- Meeting and exceeding Customer Satisfaction targets as measured in Technology Services Happiness Survey and other measurement tools.
- Manage service levels within agreed SLAs with stakeholders.
- Cloud and network cyber security maturity levels as measured by the NIST CSF.
- Managing and minimising Cloud and network technical debt levels ensuring productivity and ongoing viability of the platform.
- End to end system availability is maintained within agreed levels

- Managing and meeting operating budgets.
- Staff and membership engagement surveys report improved satisfaction with the quality of ICT services.

Key working relationships

In addition to the Chief Information Officer and their direct reports, the Manager, Technology Service Delivery will foster close working relationships with:

- Executive Directors and Directors across the Society;
- Technology Engagement Partners (Corporate Services);
- Manager, Technology Strategy and Program Management (Corporate Services);
- ICT leadership team (Corporate Services);
- External vendors and IT contractors.

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 4) Promote digital engagement of virtual, dispersed stakeholders to maximise efficiency and effectiveness.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in Information Technology or equivalent along with demonstrated experience delivering Technology Services in a large organisation.
- Demonstrated experience in the development and management of Cloud and Network platforms.
- Demonstrated experience supporting end user device fleet, delivering on SLAs through Service Desk and supporting Engineers.
- Demonstrated experience in Vendor and Contract Management and managing SLA's.
- Demonstrated experience in effective ITIL processes.

- Demonstrated experience in cyber security practices
- Demonstrated team management and engagement experience – team leadership and development
- Demonstrated experience working collaboratively within a senior leadership team and engaging with stakeholders across the organisation.
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Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Certified Scrum Master/Experience using Kanban methods.