1) JOB PURPOSE

The Senior Infrastructure Project Manager will provide strategic infrastructure within an architectural framework to deliver highly available infrastructure that optimize operating costs over the life of the infrastructure.

The role will manage the Infrastructure Project team responsible for the installation of infrastructure across the University Wide Network using extensive industry experience and technical knowledge to ensure quality in, quality out, to time and budget.

This position, will in association and consultation with users and on a fee for service basis, specify and manage infrastructure projects involving network and/ or telephony deployments.

2) MAIN DUTIES

Level 8
1. Establishing and managing effective project operations to deliver quality outcomes.
2. Defining, sourcing & managing necessary project resources
3. Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan
4. Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials while monitoring and tracking project financials and the realisation of defined project benefits
5. Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
6. Developing and managing vendor contracts / agreements associated with projects under management
7. Contributing to policies, procedures and other documentation required to support the infrastructure environment.
8. Cooperating with all health and safety policies and procedures of the university and taking all reasonable care to ensure that any actions or omissions do not impact on the health and safety of others in the university

Level 9 (in addition to level 8 duties)
1. Leading the implementation of a stable and robust passive infrastructure environment.
3. Developing policies, procedures and other documentation required to support the server environment.

As Team Leader
4. Monitoring and reporting on results using qualitative and quantitative measures.
5. Estimating, scheduling and planning resources for components of an infrastructure project.
6. Prioritising work on behalf of team members and assigning work to team members.
7. Coaching, directing, delegating to and supporting team members to achieve results.
8. Reviewing team performance and results and providing feedback to team members.

3) ENVIRONMENT

Position Context

IT Infrastructure is responsible for the management of over $85m in IT assets that provide computing services to the UNSW staff and student population. IT Infrastructure supports IT services provided to 6,000 UNSW staff, 40,000 students and over 100,000 alumni.

Statistics

UNSW’s network comprises over 55,000 network points, 190,000 unique connected devices, 2,000 network devices, 13,000 telephone extensions and over 4,000 wireless access points. The Infrastructure and Technology investment is in excess of $20M AUD.

Reporting Relationships

Supervisor’s title: Team Leader Infrastructure Projects

Positions reporting to this position (show position titles and levels):
Senior Infrastructure Project Manager (8/9), Infrastructure Project Manager (6/7), Casual Network Assistant (1)

Other relationships: (if applicable)
Other Infrastructure teams, IT Customer Services support teams, IT Enterprise Systems project teams, IT Project Office.

4) PRINCIPAL ACCOUNTABILITIES

Level 8
1. Ensuring adherence to IT policies, processes, standards and architecture principles in designing and implementing infrastructure systems.
3. Contributing to design and operation of a secure infrastructure environment.
4. Completing requests and resolving incidents in accordance with defined service levels.
Level 9 (in addition to level 8 accountabilities)
1. Taking the lead in developing IT policies, processes and standards in building and running systems.
2. Management of infrastructure projects, on time and to budget
3. As team leader, accountability for team contribution to operational goals and objectives of the work unit.

5) SELECTION CRITERIA

No more than 8 statements specifying the skills, knowledge and experience required for competent job performance.

Level 8
- At least 5 years of experience in Information Technology, with at least 3 years of infrastructure Project Management Strong understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration
- Demonstrated ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies
- Demonstrated ability to influence and build productive relationships with industry providers and stakeholders.
- Demonstrated ability to manage the competing demands of multiple, simultaneous projects
- Demonstrated financial literacy to forecast and manage project budgets.
- Knowledge of OHS responsibilities and commitment to attending relevant OHS training.
- Knowledge of equal opportunity principles.

Level 9 (in addition to level 8 criteria)
- At least 10 years of experience in Information Technology, with at least 5 years of infrastructure Project Management and/or advanced industry certifications including Prince2 and/or PMBOK or equivalent, and/or 10 years industry experience
- Demonstrated experience documenting business requirements and translating into project deliverables
- Demonstrated leadership, coordination, motivational, Negotiation and dispute resolution skills.

Progression Criteria

The incumbent will normally be expected to have reached the top step of Level 8 prior to progression to Level 9.

Criteria for progression to Level 9 will be based on satisfactory performance of all duties and accountabilities at Level 8, and a demonstrated capacity to take on the duties and accountabilities of the position at Level 9.