



Bank of us.

Tasmania | Community | Customer

Position Description



Name:
VACANT



Title:
Technology
Operations Manager



Reports to:
Head of Technology



Location:
Devonport or
Launceston

Role Purpose

Your number one aim in this role is to oversee the planning, coordination and management of the Technology Operations team and our Technology infrastructure to ensure Bank of us can meet the needs of our customers. Key responsibilities of the team include implementing, maintaining and optimising our technology infrastructure such as servers, storage, networking, backups, monitoring and managing their lifecycle. You and your team will work alongside other Technology teams to sustain our existing technology and implement key projects that help Bank of us meet our strategic goals.

Key to your success will be your ability to lead and develop the Technology Operations team, partnered with your sound knowledge in all aspects of information technology and the ability to build strong mutually beneficial relationships at all levels across the organisation and externally.

Skills we are looking for

- Strong leadership capability and capacity to positively influence organisational culture.
- Excellent verbal and written communication skills which allow you to engage at both a strategic and operational level.
- The ability to align Technology planning to business goals and strategies.
- The ability to provide people centric leadership.
- A results based commercial focus supported by a customer centric approach.
- The ability to provide strategic and change leadership.
- The ability to prioritise and manage multiple tasks.
- Strong problem solving and decision making skills.
- High level analytical skills.
- Attention to detail.
- Proven ability in developing strong and beneficial networks both internally and externally.

Personal Qualities we are looking for

- A customer centric mindset and commitment to providing exceptional service.
- A commitment to achieve quality outcomes.
- A commitment to being a team player, e.g. leading by example.
- Self-motivation and an ability to work with autonomy.
- The willingness and ability to acquire new skills and knowledge.
- The ability to be an innovative, creative and lateral thinker, with a solutions-based approach to problem solving.
- A high level of personal integrity and discretion with working with confidential information.
- Strong set of personal and business values which complement the organisation's culture, values and behaviours of Live it, Love it, Own it.

To succeed you will have (to be addressed as part of the application)

Experience

- At least 5-years' experience leading and managing an IT function and team within a medium to large sized organisation. Strong people leadership experience is essential.
- Demonstrated advanced experience (preferably 10+ years) and understanding of contemporary IT infrastructure, systems and processes.
- Strong technical knowledge in Microsoft Windows Servers & virtualisation, Microsoft 365 & Azure Administration, Unix/Linux/AIX administration experience, Wide Area Network operations and customer facing applications (desirable).
- Experience working with cloud technologies, delivery of cloud migration projects, managing cloud vendors and managing financial operations for Cloud, preferably with Microsoft Azure.
- Experience working with and deploying cyber security solutions and controls.
- Strategic thinking and ability to comprehend emerging trends in the IT industry and provide leadership on implications/recommendations to the organisation.
- Sound project management experience combined with excellent stakeholder management skills across both internal and external parties.
- Experience working within a Financial Services institution (desirable).

Qualifications & Licenses

- Relevant tertiary qualifications in IT technical field (or substantial relevant work experience).
- Relevant industry qualifications i.e. ITSM Service Management (ITSM), ITIL (desirable).
- Hold and maintain a current Drivers' license (intrastate travel is required from time to time).

Key Relationships

Direct Reports

- Technology Operations Administrator
- Technology Operations Projects Officer
- Technology Operations Specialist x2
- Technology Operations Officer

Internal Relationships

- Technology Network (Service Desk Team, Application Services Team, Cyber & IT Risk Team)
- Operations Team
- Bank of us Leaders
- All staff

External Relationships

- Compliance Parties, i.e., APRA, external and internal auditors.
- IT Suppliers/Stakeholders
- Key service and software providers
- Other industry contacts and professionals as required.

Strategy

In conjunction with the Head of Technology, execute strategic and operational Technology plans, ensuring alignment to overall Corporate Strategy.

- In conjunction with the Head of Technology contribute to the planning, development, and execution of the organisation's IT strategy, ensuring alignment to the organisation's overall strategic objectives.
- Plan, track and communicate results in relation to strategic outcomes.
- Drive system, policy and procedural improvements designed to build efficiency and resource optimisation.
- Identify opportunities for change and process improvement and co-ordinate the implementation of these in accordance with Bank of us Change procedures.
- Ensure performance of activities is reported and benchmarked against best practice.

Success Looks like:

- Technology Operations strategy and plans align with overall corporate strategy.
- Delivery against Program of Work
- Continual process innovation and improvement evident.
- Completion rate/time/quality of objectives.

Key Responsibilities

People

Effectively lead and develop the people within the Technology Operations team, while fostering a culture of achievement, including a personal commitment to being a values-based leader who demonstrates behaviours consistent with our values Live it, Love it, Own it.

- Lead, develop and coach your team in the pursuit of the organisations and team's goals and objectives. This includes overseeing workflow planning and resource allocation (human and financial).
- Create a working environment which fosters an achievement culture in which people can focus on meeting productivity, quality, and service levels and communicate any changes in organisational objectives.
- Bring to the team leaderships expertise that will assist in the development of personal and operational skills and enhance the value added to the work environment.
- Encourage continuous improvement in all processes.
- Actively support the development of staff and career path planning.
- Facilitate the building of IT capability throughout the organisation by providing education, coaching, and training.
- Build and maintain strong mutually beneficial relationships with internal teams, third parties and vendors i.e., key software and service providers, share thoughts, ideas and feedback with peers and celebrate successes.
- Develop and maximise industry connections.

Success looks like:

- Staff engagement and culture survey measures.
- Sound management and staff progression occurs.
- Talent management plan.
- Evidence of continuous improvement.

Customer

Lead the Technology Operations team in ensuring customer satisfaction through successful delivery of the IT functions, including BOU's IT operating systems, hardware, software application modules and communication infrastructure, ensuring system downtime is kept to a minimum.

- Work collaboratively and build strong working relationship with a wide range of stakeholders and staff, to understand their needs and challenges and deliver business outcomes.
- Nurture and develop a positive customer centric culture which actively seeks to deepen and strengthen relationships across the organisation.
- Provide SME advice to the organisation and relevant stakeholders on technology and information management and keep them informed of developments or changes that may affect their area or external customers.
- Ensure the team achieves service level agreements and targets, where appropriate, and provide your team with timely updates as to progress against targets, ensuring team and individual objectives are met.
- Follow Bank of us procedures to effectively handle customer issues and complaints.

Success looks like:

- Internal Customer Satisfaction Survey Results
- Post implementation reviews
- System availability indicators

Key Responsibilities

Business

Lead and support the Technology Operations team to success through execution of the Bank of us IT Strategy, business strategy and objectives, including management of quality assurance and IT service delivery, identification of IT risk and IT change management, whilst promoting and role modelling ITIL best practices within Bank of us.

- Ensure implementation and regular testing of Bank of us IT controls, with any deficiencies captured within the risk systems.
- Develop, manage and maintain appropriate business continuity strategies to ensure operational resilience and compliance with policy.
- Manage and maintain the IT disaster recovery plan, ensuring it is maintained in a working state and in accordance with BOU's Disaster Recovery Policy and relevant APRA guidelines.
- Ensure appropriate audits and tests of information security are conducted, reviewed and actioned.
- Manage and maintain the operational functionality of primary banking application (Ultracs) and supporting infrastructure to ensure continued operations.
- Manage and maintain all other application software present on the BOU network (servers and workstations) including installation/maintenance and appropriate licenses, in conjunction with the Service Desk Team.
- Manage and maintain our technology infrastructure and assets throughout their lifecycle.
- Manage the design, security, and performance of Bank of us' networks.
- Oversee incidents and problems and ensure they are identified, managed and resolved in a timely manner.
- As required, liaise with relevant external providers to rectify any hardware, communication infrastructure or software faults or to arrange replacements promptly, if necessary.
- Manage and co-ordinate out of hours support to all key hardware, communication and software components, and provide an escalation point for critical incidents.
- Ensure all hardware, software & information assets are tracked, classified and managed.
- Manage and maintain the backup and archiving of data in line with the operational resilience and business continuity strategies.
- Ensure compliance with all Technology & Information Security Policies.

Success looks like:

- Workstations, systems and infrastructure are well maintained, stable, secure and available.
- Budgets & Assets are managed in line with targets

Risk, Values, Behaviours

Ensure that all aspects of the role and administration within the team are carried out in accordance with Bank of us vision, values, behaviours of Live it, Love it, Own it, policies and procedures and comply with relevant State and Federal legislation.

- Drive a strong risk culture by role modelling the organisation's risk management and compliance frameworks and practices and monitoring risk in a timely manner.
- Contribute to maintaining the Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements. These include using established procedures when handling customer enquiries and requests for service and maintaining an up-to-date knowledge of Bank of us policies, procedures, products, and services (e.g., Code of Conduct, WHS, Privacy, Financial Services Reform, National Credit Act, Anti-Money Laundering etc.).

Success looks like:

- Risk, Values and Behaviours as per P2S.
- Risk and Compliance requirements achieved i.e., Operate within policy.
- Completion of IT Control

Other:

- Act as the escalation point for critical technology incidents both within business hours and after hours.
- The Technology Operations team work across both the Launceston and Devonport locations, and the role will require regular visits to both locations.
- Undertake any other reasonable duties as directed by the Head of Technology or Executive from time to time.

Employee's Signature

Date

Leader's Signature

Date



Live it
Collaboration

Collaborate to achieve
excellent outcomes.



Love it
Relationship

Build positive healthy relationships, celebrate
success and be respected by the community.



Own it
Integrity

Act with integrity and be confident,
proactive and accountable