

POSITION DESCRIPTION

Position Title	Infrastructure Manager
Reports to (Title)	Chief Information Officer
Group Director/ Chief	Chief Information Officer
Department	Information Technology (IT)
Position Location	154 Wattletree Road, Malvern, Victoria
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	

Position Summary & Role Purpose

The Infrastructure Manager leads a team that supports and enhances the Cabrini infrastructure including server, desktop, storage, backup, network (data & telephony), database, and data centre. The availability and quality of our infrastructure is critical to patient safety and care, and the efficient and effective operation of Cabrini.

You are responsible for managing and supporting Cabrini's infrastructure, to ensure effective service delivery consistent with defined service levels and Cabrini's business objectives.

You will develop and maintain partnerships with vendors where required capability or capacity exceeds that which can be provided by the team.

You will be hands on and proactively support and contribute to the overall technology strategy and investment priorities and leverage technology and vendor product enhancements to effectively exploit opportunities.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

Leadership

- Operate as a trusted advisor throughout technology and the broader organisation providing solutions advice relating to technology
- Influence decision making and investment priorities toward the agreed future state architecture
- Provide strategic advice to the CIO on opportunities to improve technology delivery and operational outcomes
- Encourage and instil a culture of patient first across technology, understanding of goals and where value can be added
- Actively reflect on day-to-day activities, looking for continuous improvement opportunities across people, process, and technology
- Identify and manage conflict and resistance to deliver required outcomes
- Make decisions which influence the success of projects and team objectives
- Ensure we are doing the right work, at the right time, in the right way
- Lead and manage a team of infrastructure specialists in delivery of services
- Ensure the team is structured and resourced to deliver its services

Relationship Management

- Build and maintain strong relationships with stakeholders, including those within IT, across the organisation, and external suppliers, based on trust and delivering to expectations
- Establish and maintain working relationships on strategic topics with peers across Technology
- Provide outstanding customer service and experiences, own and act on issues effectively and efficiently. Strive to exceed customer expectations

Governance

- Contribute to effective governance, including maintaining documentation
- Lead/participate in governance forums as required

1.2 Operational Responsibilities

- Responsible for the lifecycle management, implementation, administration, and configuration of Cabrini's infrastructure
- Help develop and maintain recognised support processes and toolsets to ensure operational excellence including:
 - Incident and Request Management
 - Change Management
 - Configuration Management
 - Release Management
 - Knowledge Management
 - Testing Management
 - Capacity Planning
 - Environment Management
 - Monitoring and Alerting
- In conjunction with other Technology managers and teams, provide support for a program of availability and continuity activities
- Ensure infrastructure availability within SLAs
- Ensure there is a documented plan for infrastructure enhancements, upgrades and projects, and delivery commitments are achieved
- Effectively manage vendor relationships, including agreements, performance, and escalation
- Actively manage risks and issues, including oversight of those owned by team members
- Exercise substantial personal responsibility and autonomy. Plan own work to meet given objectives and processes
- Assist in developing and implementing policies, procedures, and standards
- Contribute to communications for planned and unplanned impacts to the Cabrini IT environment
- Develop and maintain the infrastructure service catalogue
- Any other duties as reasonably directed by the Chief Information Officer

Financial & Commercial

- Manage and report on Infrastructure team financials including budgets, purchase orders and invoices
- Apply a commercial focus on all work to ensure that desired business outcomes and value are met
- Liaise with third party solution providers for the purpose of evaluating and selecting potential solutions
- Provide input to the annual budgeting process and tracking of actuals to budget

1.3 Security, Risk & Compliance

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter
- Ensure the delivery of solutions considers compliance with relevant statutory and regulatory requirements
- Subscribe to vendor mailing lists relevant to the role. Analyse their security advisories/notifications, communicate them as appropriate, and develop appropriate remediation or mitigation actions
- Ensure compliance with our security policies and drive security improvements considering best practice

1.4 Professional Development

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

Organisational Relationships

- Reports directly to the Chief Information Officer
- Maintains a close collaborative working relationship with IT team members
- Maintains a close collaborative working relationship with stakeholders across Cabrini

Committee Membership

Will participate as a member of the following committees:

- As directed by the Chief Information Officer

Staff Development

Will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

Educational/Vocational

- Tertiary qualifications in a relevant field

Registration

- Not applicable

Experience

Personal Qualities

- **Leadership:** ability to organise and lead a diverse range of resources to deliver value outcomes effectively and efficiently.
- **Customer Focus:** puts the customer/user's needs first.
- **Problem Solving:** analyses issues and seeks information including engagement with key stakeholders to obtain diverse perspectives to obtain the best outcome.
- **Teamwork:** co-operates well and works well with others in the pursuit of team goals, shares information, supports others, shows consideration, and has concern and respect for others' feelings and ideas.
- **Initiative:** proactive and self-starting, seizes opportunities and acts upon them, and originates action and actively influences events.
- **Innovation:** ability to leverage physical and human resources to provide clients with greater value for money through ICT service delivery
- **Building productive networks:** establishes and maintains relationships with people at all levels, promotes harmony and consensus through diplomatic handling of disagreements, and forges useful partnerships with people across business areas, functions and organisations.

- **Resilience:** perseveres to achieve goals even in the face of obstacles, copes effectively with disappointments and setbacks, remains calm and in control under pressure and accepts constructive criticism in an objective manner, without becoming defensive.
- **Drive and Commitment:** is enthusiastic and committed, demonstrates capacity for sustained effort and hard work, and set high standards of performance for self and others. Strong time management, prioritisation and organisation skills including the ability to ultimately work unsupervised. Proven ability to meet deadlines and commitments.
- **Flexibility:** adaptable, receptive to new ideas, responds and adjusts easily to changing work demands and circumstances, are not bound by old ways of doing things.
- **Skills & Knowledge**
 - Experience leading an infrastructure team including on-going maintenance, upgrade, and support of infrastructure in a complex (preferably health) enterprise IT environment.
 - Excellent communication and interpersonal skills
 - A solid understanding of service management principles, including knowledge of ITIL, software development methods and project management methodologies, such as PMBOK/PRINCE2.
 - Experience with service delivery governance practices, cyber security, and risk and compliance requirements in a technology context
 - Demonstrated experience in working with vendors
 - Understanding of current technology directions within the business context (e.g. cloud-first) as well as trends and best/next practice
 - Aware of contemporary delivery practices (eg. devops, agile)
 - Involvement in a cloud migration project with demonstrated benefits

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable

- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous
We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:



Chief Information Officer

07/08/25

Date