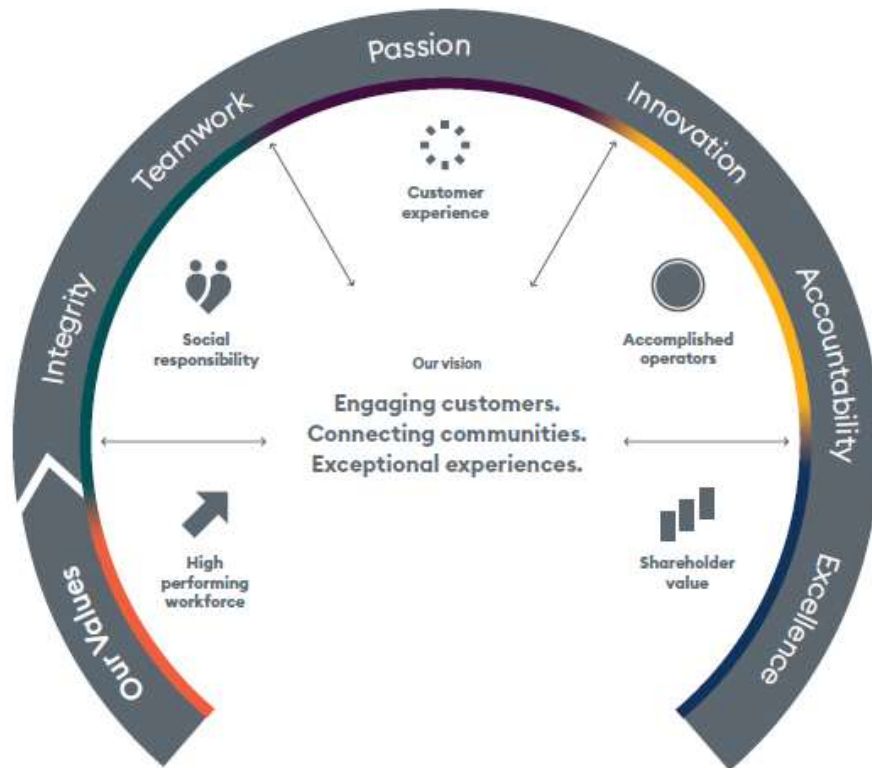


Queensland Airports Limited Role Description



Our Vision defines our purpose. Our five pillars guide our strategic direction. Within each pillar are strategies to deliver our goals and realise our vision. These strategies drive our existing business and underpin any acquisitions. Our Values influence the right behaviours when making decisions to achieve our Vision.

Position Title: Infrastructure Manager

Location: Gold Coast

Department: QAL Technology

Reports to: General Manager Technology

Reporting to this position: Technology SME – Workplace Technology
Technology SME – Network & Communications
Technology SME – Cyber

Position Description

The Infrastructure Manager role provides technical leadership for QAL Infrastructure services. Supporting the business and other technology teams with center of excellence level solutions that drive valuable business outcomes.

The position is accountable for the strategic and tactical delivery of:

- Network and Communications
- Cyber and Technology Risk
- Infrastructure and Workplace Technologies

The Infrastructure manager also provides enterprise architecture expertise, developing strategies and deliverables that align with the wider QAL business strategy and requirements.

The role manages budgets, including operational and capital costs to ensure diverse programs of work delivers the technical changes required to ensure all QAL IT assets are protected, secure, resilient and maintained in life.

Job Role Requirements

Objective 1: Technology Leadership

- Provide technical leadership across the technical domains – Network & Communications, cyber, infrastructure and Workplace Technology
- Work with the Technology leadership team to develop strategies to align technology plans that support the QAL business and ensure fit for purpose solutions are in place and roadmaps to execute
- Regular and valued conversations with industry leaders and suppliers to drive the QAL Technology landscape forward
- Open and transparent dialogue to drive the best outcomes through technology leadership and innovation
- Enterprise architecture and strategic roadmap development on technologies driving innovation and continuous improvement.

Objective 2: Stakeholder and Supplier Relationships

- Develop and maintain strategic relationships with all technology partners to drive the best outcomes for QAL
- Manage supplier engagements to ensure fit for purpose and quality solutions
- Provide industry insight through partnerships and being engaged in the industry to bring the right technology solutions into QAL
- Manage 3rd party suppliers within domains
- Drive SLA and performance outcomes with all suppliers within domains

Objective 3: People Leadership

- The optimisation of performance of people, including determination of capabilities, integration into teams, allocation of tasks, direction, support, guidance, motivation and management of performance
- The provision of advice on any aspect of acquiring resources, including employees, consultants and contractors
- The facilitation of the professional development of individuals, including initiation, monitoring, review and validation of learning and development plans in line with organisation or business requirements
- Lead and focus team to deliver the QAL Technology Strategy on a Page (SoaP)
- Prioritise the teams work and have a business focused lens to everything they do, ensuring that IT delivers business value

Objective 4: Financial Management

- Accountable for the cost and revenue outcomes of their portfolio
- Supports and manages the costs and revenue through towers and ensures value for money when purchasing technology
- Supports business cases and other financial documents to ensure value for money of solutions

Objective 5: Technology Management

- Oversight across all technology disciplines to ensure business outcomes are delivered
- The identification of new and alternative approaches to performing business activities
- Ensures technology is delivered to SLA's and meets the needs of the business
- Engages with other technology leads to develop clear lines of responsibility, ownership and deliver
- Ensure technology roadmap delivers a secure, protected, resilient and in life technology environment

Objective 6: Business Resilience

- Establishes policy and standards for compliance with relevant legislation and governance requirements
- Provides technical SME for project delivery outcomes
- Responsible and major contributor to ensure all technology changes are reviewed and implemented successfully via the CAB process
- Ensures all audit, risk and other technology reviews are carried out and documented, completed and adhered to
- Ensure QAL Technology resilience, DR and backup capability is fit for purpose

Objective 7: Workplace Health and Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Individual Behaviour Expectations

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Innovation

- We think differently
- We are creative
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example
- Safety and social responsibility are priorities

Integrity

- We value honesty, respect and fairness
- We do what we say
- We act in the best interests

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Excellence

- We have high performance standards
- We add value and deliver quality
- We embrace change and deliver outcomes

Key Stakeholders

Internal: Employees and Leaders at all levels

External: Suppliers, contractors, consultants, stakeholders, and the community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Degree in Information Technology or related discipline
- Certification in other technology disciplines such as Networking and Communications, End User Computing, IT Infrastructure, Cloud Computing, Virtual Servers, DR, or the like

Professional Experience:

- Min 10 years' experience in IT Teams, with focus in Networking and Communications, End User Computing, IT Infrastructure, Cloud Computing, Virtual Servers, DR disciplines
- Min 7 years team Leadership experience
- In the past 5 years...
 - You will have worked in large Australian or multi-national organisations of 500 plus employees
 - Have lead teams of more than 5 people
 - Worked in IT teams of greater than 20 employees
 - Managed infrastructure across multiple locations/data centres
 - Managed IT environments of greater than 100 VM's

Specific Job Knowledge, Skills and Abilities:

- Excellent time management and prioritisation skills
- Customer focused and desire to own problem and resolve
- Problem solving
- Strong analytical skills to critically evaluate information gathered from multiple sources
- Ability to distinguish presented user requests from the underlying true needs, and distinguish solution ideas from requirements
- Ability to manage stakeholder expectations and resolve conflicts
- Ability to lead requirements elicitation workshops
- Ability to validate data obtained via other techniques and expose new areas for elicitation
- Understanding of contemporary requirements gathering practices and the ability to apply them in practice
- Familiarity with requirements engineering practices and resources
- Knowledge of product management concepts
- Application domain knowledge

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer’s right to alter this Role Description from time to time in accordance with company requirements.

Name

Date

Signature