

Position Description




Position Description Overview	
Position Title	Infrastructure Lead
Position ID Code	OPS024
Work Area, Division	Technology, Operations
Reports To	General Manager, Technology
Direct Reports	Nil
Award	No Award Applicable

Proudly Perkins	
Our Vision	A pioneering Western Australian medical research institute improving health outcomes globally.
Our Purpose	Helping people live healthier, longer lives.
Our Values	
Respect	Respect is at the core of our organisation. We treat everyone in our diverse community with honesty, integrity and respect.
Innovation	We are a talented group of like-minded individuals at the forefront of modern medical research, using our creativity and the latest technology in our relentless quest for medical breakthroughs.
Passion	We bring a passion and commitment to every aspect of our work.
Collaboration	We recognise the power of working closely with each other and our collaborators to achieve the outstanding results for which we strive.

Diversity and Inclusion Statement
At the Perkins, we value, embrace, and celebrate the strength of our diverse experiences, thoughts, and beliefs. We are committed to a safe, equitable and inclusive culture where every person can innovate and thrive. This enables us to deliver pioneering research that improves global health outcomes.

Position Purpose
The Infrastructure Lead is responsible for overseeing and managing the Perkins' ICT infrastructure, including networks, servers, storage, and related systems. This role ensures that all ICT systems are robust, secure, and capable of supporting the current and future technology needs of the Perkins. The Lead will work closely with other departments to align ICT infrastructure with Perkins strategic and operational goals.

Position Outcomes and Key Goals
<ol style="list-style-type: none"> 1. Ensure that the ICT infrastructure and environments of the Perkins are stable, reliable, secure, and scalable. 2. Develop, maintain, and manage a comprehensive disaster recovery plan to ensure uninterrupted operations and mitigate business risk. 3. Implement initiatives to improve the performance and efficiency of ICT systems and processes.

Position Title	Version	Date Approved	Responsible Manager	Responsible Executive	Approved
Infrastructure Lead	0	15/11/2024	General Manager, Technology	Chief Operations Officer	Chief People Officer 

Key Duties/Accountabilities

1. Oversee the design, implementation, and maintenance of the Perkins' ICT infrastructure including any related documentation.
2. Manage and optimise the Perkins' servers, storage and networking architecture, ensuring their reliability and performance in collaboration with University IT resources (UniIT) and the Perkins' managed services partner.
3. Develop, enforce, and continuously improve security protocols to protect the Institute's data and ICT systems.
4. Plan, execute, and manage system upgrades and migrations with minimal disruption to operations.
5. Develop, maintain, and manage disaster recovery plans and complete risk assessments to ensure business continuity and mitigate business risk. This includes collaborating with stakeholders for input and implementation and performing regular assessments to test plans for robustness.
6. Provide high-level technical support and guidance to the ICT team, building users and tenants, assisting with complex technical issues, troubleshooting system-wide problems, and offering strategic advice on technical improvements or new technology implementations.
7. Undertake activities to proactively mitigate risk to ICT infrastructure and environments.
8. In the event of a high-level network or infrastructure issue, work closely with network engineers to undertake root cause analysis and develop and implement long-term solutions, while also communicating with affected teams and providing alternative interim solutions.
9. Support managers in the selection and integration of new software systems and technology infrastructure, ensuring alignment with their goals and operational requirements.
10. Manage relationships with external vendors and service providers, reviewing and ensuring service level agreements are met.
11. Complete other duties as requested by manager.

Selection Criteria – Qualifications, Licences, Skills, Knowledge, Experience

1. Tertiary qualification in Information Technology, Computer Science, or a related field.
2. Significant experience in ICT infrastructure management with a focus on server and network management including backup.
3. Strong technical expertise in server management, network security, and system upgrades such as HP Switching (Vlans, Vdoms), Vmware, Fortinet, Windows Server, Linux Distributions, Lync Telephony, Azure.
4. Demonstrated experience in developing, implementing, and managing sound disaster recovery plans and other risk mitigation strategies.
5. A track record of successfully managing ICT infrastructure projects from initiation to completion, including planning, budgeting, resource allocation, and ensuring projects are delivered on time and within scope.
6. Strong analytical and problem-solving skills with the ability to identify issues, assess potential solutions, and make decisions quickly and effectively.
7. Ability to remain flexible and adaptive in fast-paced and changing environments and identify innovative solutions to evolving ICT infrastructure needs and urgent infrastructure challenges.
8. Strong interpersonal skills with the ability to work collaboratively with diverse stakeholders.
9. Satisfactory National Police Certificate.

Special Requirements

1. After-hours work may be required in this position.
2. This position participates in an on-call roster.

Key Working Relationships

1. GM Technology and ICT team.
2. Facilities Management team.
3. Perkins managers.
4. Tenants of the Perkins buildings.
5. UniIT (University of Western Australia).
6. Research Group Leaders.

Work Health and Safety

1. Take reasonable care for the health and safety of self and others. This includes taking appropriate actions to avoid, eliminate or minimise hazards.
2. Act honestly and report all incidents, hazards, and injuries immediately.
3. Comply with any reasonable instruction given, or policy or procedure administered, by the Perkins that supports the Perkins to provide a safe work environment.
4. Use equipment and materials as trained and required, and according to the manufacturer's instructions.
5. Actively promote a positive safety and health culture, demonstrating attention to physical, mental, emotional, cultural and psychological safety.

Professional Development

1. Accept responsibility for updating knowledge and skills related to professional practice.
2. Actively participate in performance feedback, reflecting on own performance and growth opportunities.
3. Contribute to the creation of development and performance goals.