



Position Description:

Technical Operations Manager – FTE 1.0

Reference No:	5
Classification:	I-7
Employment Type:	Contract (12 Months)
Line Manager:	Chief Executive Officer

Position Summary

Reporting to the CEO, as a member of the eResearch SA Ltd Management team, the Technical Operations Manager is responsible for the daily management and administration of technical infrastructure, administrative systems, helpdesk operations and supporting the implementation of strategic objectives pertaining to technical infrastructure for the delivery of services. The role is also responsible for the line management of the Operations Team, requiring strong people management skills and customer focus.

Key Responsibilities and Outcomes

1. Technical Operations Management;
 - a. Line management of the Operations Team
 - b. Responsible for helpdesk operations and customer support
 - c. Administer and maintain technical infrastructure and administrative systems
 - d. Identify and drive continuous system improvement
2. Implement Strategic Objectives for eResearch SA Ltd as a part of the management team;
 - a. Work with the management team to operationalize strategic objectives based on the requirements of clients and stakeholders
 - b. Provide planning and direction for new services and their implementation
 - c. Represent eResearch SA Ltd to stakeholders, outside bodies and customers
3. Efficient Delivery of facilities and services to the SA research community;
 - a. Provision of efficient, high quality facilities and services within the constraints of the budget
 - b. Ensure that standard processes and procedures are followed by technical and associated staff for the effective delivery of operational services

- c. Ensure appropriate documentation is provided for the infrastructure, services and software being developed and deployed
 - d. Develop appropriate policies and service agreements in conjunction with information services for users of eResearch SA Ltd services
- 4. Liaison – Internal
 - a. Work with eResearch SA Ltd management and partners to promote the delivery of eResearch Ltd services
 - b. Promote the development of new tools and services for information management
 - c. Identify opportunities for and drive system and service improvements
- 5. Liaison – External
 - a. Liaise with external project stakeholders including clients, government agencies, national eResearch programs and other external organisations.
 - b. Work co-operatively with national eResearch programs and eResearch service providers in other states.
 - c. Ensure that outcomes meet contractual obligations for externally funded projects.
- 6. Support eResearch Projects
 - a. Provide a project planning and/or management role for projects involving eResearch SA Ltd
 - b. Provide advice and assistance on project proposals to clients or stakeholders, including identifying opportunities for project funding.
- 7. Other Duties as required

Capabilities and characteristics

Knowledge and experience

- Strong people management skills
- Encourage and support others to take on new challenges and opportunities
- Work effectively to reduce silos and encourage collaboration across groups
- Work to position eResearch SA as a leader in the field of eResearch
- Achievement Drive
- Identify and resolve barriers to achieving outcomes
- Deliver excellent outcomes within deadlines
- Demonstrate passion for excellence and celebrates achievements
- Service Focus
- Manage complex client relationships
- Build strong relationships with clients
- Manage operations with a continual focus on the impact of decisions and actions on clients
- Uses political astuteness to negotiate and reach agreement on complex issues
- Knowledge and Experience
- Interpersonal skills, including management experience in academic and or commercial contexts
- Demonstrated knowledge and awareness of State and national eResearch agendas and a demonstrated understanding of the underlying technologies, solutions and support required to deliver eResearch services

- Demonstrated knowledge of State and national funding opportunities including competitive schemes and the ability to build productive relationships with a broad range of stakeholders from across the research and business communities, including an awareness of how eResearch might enhance the conduct of research across this range
- Demonstrated ability to understand and work in an academic research environment and engender engagement, trust and respect from academics, researchers and key stakeholders in cross disciplinary settings and across a broad range of research areas
- Commitment to providing a quality, customer oriented service to the research community and the ability to oversee and coordinate a range of services on the ground, including geographically dispersed outreach services

Significant relationships

Internal

- eResearch SA Ltd staff

External

- SA researchers and clients
- Related eResearch providers in other states and national eResearch programs

Delegations

Line management responsibility of the Operations Team working in eResearch SA Ltd.

Occupational health and safety

All staff are expected to promote and provide a safe working environment for staff and visitors with attention to the requirements of the Work Health & Safety (WHS) Act, the Workers Rehabilitation and Compensation Act, OHSW and Injury Management policies and Equal Opportunity Acts applicable to the State in which the position is located.

Other duties

All staff are expected to:

- Contribute to the efficient and effective functioning of the team or work unit in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;
- Perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- Familiarise themselves and comply with *Work Health and Safety* and *Equal Opportunity* policies.

Signature of Authorising Officer:

Mary Hobson, Chief Executive Officer, eResearch SA Ltd

Signature of Line Manager:

Date of last update: 14 February 2018