

POSITION DETAILS	
Position Title:	Technical Operations Manager
Business Unit:	CAS
Position Reports To (Manager's Title):	Business Manager
POSITION SUMMARY	
<p>The Technical Operations Manager supervises the day-to-day operations and projects of the commercial arm of VPAC to facilitate delivery positive project and customer outcomes. The role is a key management position within VPAC as it is essential to the profitability and growth of VPAC's commercial business in Advanced Computing.</p>	
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> • Manage the overall status of projects including: Tracking profitability, budget, member collaboration and deviations from project schedules and milestones. • Effectively allocate staff resources to projects upon request from project managers and negotiate timings for resource allocation. • Assess projects objectively and methodically and understand the risks associated with them. • Lead and manage team leaders and technical staff. • Monitor staff performance and conduct annual performance reviews, obtaining feedback from the all staff associated with the team members projects. • Maintain a record of the skills in the group and ensure those skills will meet the current and future needs of VPAC. • Contract management. • Develop and maintain processes and procedures; from business opportunities to project management. • Process automation: enhancing existing IT infrastructure for CRM, HR, and project tracking • Approve HR related requests from staff. (e.g. leave, training etc) • Provide mentoring where appropriate to staff members • Work collegially with VPAC staff and clients to enhance workplace relations 	
PERSONAL DEVELOPMENT	
<p>To assume joint responsibility for career development by actively participating in various activities and producing a jointly agreed development plan identifying key areas which will assist in your personal and professional development. These activities should be consistent with VPAC's Business Plan.</p>	
CORPORATE ACCOUNTIBILITIES	
<ul style="list-style-type: none"> • To contribute to the strategic direction and achievement of VPAC corporate objectives, business plan, and KPI's • To promote VPAC and its mission to clients and staff 	

OHS/ ENVIRONMENT/ QUALITY RESPONSIBILITIES

- To act in accordance with relevant Occupational Health & Safety Legislation and the company's matrix of Occupational Health & Safety responsibilities
- To act in accordance with relevant Environmental Legislation and the company's matrix of Environmental responsibilities
- To perform all specified duties under the company's ISO Accredited Management System

COMMUNICATION RESPONSIBILITIES

- Attend and participate in team/divisional activities, meetings, and day to day work activities demonstrating respect and consideration for individuals and their experiences and expertise
- Communicate constructively to other team members and/or company employees
- Be aware of and communicate to other employees and to the business, opportunities for improvement in processes, practices or procedures
- Actively work with and support other team members and/or company employees to achieve business goals

CORE COMPETENCIES

The following are the key skills, behaviours and attributes, which are required for the person to perform the role to the appropriate standard:

- Ability to work in a fast paced, flexible environment and to apply initiative to solve problems.
- Ability to lead and motivate a team.
- Well-developed inter-personal skills with the ability to foster a strong team culture.
- The ability and desire to keep informed on the latest technology trends.
- Ability to prioritise multiple conflicting customer/business issues.
- Highly effective time management skills
- High level of self-motivation.
- Highly developed written and verbal communication skills
- Displays sound business judgement and decision making ability.
- Demonstrated ability to positively manage and absorb change.

KEY SELECTION CRITERIA

Strong background and experience in managing a portfolio of commercial projects lead by others, including project costing, resource tracking and negotiations with clients (especially IT projects)

- Strong technical background gained in science/engineering and/or the IT industry; and demonstrated ability to stay current with IT technology trends
- Experience in leading and managing a group or division.
- Solid financial understanding and experience within a project context: including the tracking of budgets and profitability.
- Demonstrated initiative with proven analytical, problem solving and project management skills
- Demonstrated ability in, and aptitude at learning new IT tools (e.g., for project management)
- Demonstrated high level interpersonal and communication skills including the ability to negotiate, influence and motivate others.
- High level written communication skills including the ability to draft, edit and proof read documentation, policies and procedures effectively.
- Experience in the research and higher education sector is desirable.
- Ability to prioritize tasks and work to deadlines in a fast paced environment.

POSITION DESCRIPTION

VERSION NO.	1	DATE OF REVISION	
ACCEPTED & APPROVED BY		SIGNATURE	DATE
Employee Name:			
Supervisor Name	THOMAS TING		
CEO	BILL APPELBE		