

POSITION TITLE	IT Manager
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	ICT
ANZSOG CAPABILITY	Capability Level 3
REPORTING MANAGER	CIO
No. DIRECT REPORTS	1-2
LOCATION	Offices in Melbourne, Sydney and Canberra
APPROVED BY	Chief Operating Officer
APPROVAL DATE	October 2025

## ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

In delivering on its mission of public governance that people trust, the school brings together academic and practitioner experts from across our member governments and around the world to support current and future government and public sector capability needs and anticipate and address government and public sector challenges.

## ABOUT THE POSITION

The IT Manager will lead a small team along with an external MSP, responsible for delivering reliable and secure IT services across infrastructure, networking, Microsoft 365, and Azure environments. The role also includes oversight of technology vendors, application/data platforms, as well as the development and management of data warehouses and data lakes to support organisational analytics and reporting needs.

## ROLE-LEVEL ACCOUNTABILITIES

ANZSOG roles at this level share the following consistent accountabilities:

- **Operational Leadership:** Manage team operations aligned with strategic goals.
- **Team Development:** Support staff development and performance.
- **Project Oversight:** Lead complex projects and initiatives.
- **Stakeholder Engagement:** Build and maintain internal and external relationships.
- **Resource Management:** Monitor budgets and resource allocation

## KEY FUNCTIONAL ACCOUNTABILITIES

- Manage day-to-day IT operations, including infrastructure, network, and cloud services.
- Oversee the administration and optimisation of Microsoft 365 and Azure environments, including corporate device management.
- Lead and mentor a small ITSM team, fostering a culture of collaboration and continuous improvement, with the Applications Lead and Digital Learning Designer.
- Ensure system security, data integrity, and compliance with organisational policies.
- Manage service vendor relationships, budget and procurement.
- Support technology projects aligned with organisational goals
- Oversee development, integration, and management of AI technologies and data warehousing solutions.

## **QUALIFICATIONS, SKILLS AND EXPERIENCE**

- Minimum 2 years' experience leading a small IT team.
- Strong technical expertise in:
  - Infrastructure and networking
  - Microsoft 365 administration
  - Enterprise applications, automation, and integration
- Exposure to data warehouse and data lake development and management.
- Demonstrated experience in an education or similar environment is highly desirable.
- Excellent problem-solving, communication, and stakeholder management skills.

### ***Desirable***

- Familiarity with cybersecurity frameworks and compliance standards.
- Knowledge of ITIL practices and service management processes.
- Experience deploying AI technologies and ability to apply AI best practices in IT operations and data management.
- Experience with Power BI or other data visualisation tools.
- Exposure to DevOps practices and automation tools.
- Experience managing technology budgets and vendor contracts.

## **ANZSOG VALUES**

ANZSOG is a values-based organisation. This means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, which guide our behaviours and attitudes as members of the ANZSOG community. As a binational learning organisation committed to authentically serving and partnering with governments and First Nations and Māori communities, we are also committed to engaging in ongoing learning to model the impact and change we seek to achieve through our work.