

Position Description

Position title: IT Manager (SURE)
Date established: July 2024
Reports to: Information and Security Architect (IASA)
Direct reports: (shared) 2x IT Service Desk Analysts
Employment status (full-time / part-time, length of the contract, FTE):
Maximum-term contract – 24 Months, full-time (1.0 FTE)

Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Institute has an international reputation as an Evidence Specialist, and nearly 20 years' experience in translating research findings into policy drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Our work covers a wide range of programs and activities but our objectives underpin everything we do. They are to:

- Build and maintain sustainable research assets that enable high-quality research and produce new knowledge for decision making.
- Drive research that contributes to policy, program, and service delivery decisions
- Give health decision makers ready access to relevant research findings and research expertise and the capacity to use them effectively.
- Lead international best practice in knowledge exchange.
- Maintain and strengthen a sustainable and effective organisation.

Division / Program Area – Data and Research Services/ SURE

Our Data and Research Services Division includes some of our flagship programs - the 45 and Up Study (the largest ongoing study of health and ageing in Australia) and the Secure Unified Research Environment (SURE) that approved researchers use to conduct analysis of sensitive linked data.

The 45 and Up Study is the biggest study of healthy ageing in Australia, and one of the biggest in the world. The Study is a valuable resource in enabling diverse population health research projects, including for epidemiological research, intervention studies, and new data collections to inform policy and practice, and improve health and wellbeing.

The SURE provides remote and secure access to sensitive health records from more than 25 data custodians to over 600 Australian researchers through a secure Virtual Desktop Infrastructure(VDI) within an ISO27001 compliant environment.

Purpose of position

The IT Manager (SURE) is a senior technical IT position within a small team and will be required to complete both a hands-on technical role with the ability to maintain and support all SURE technical infrastructure, and also provide advice to the Senior Director Data and Research Services to develop

solutions to benefit SURE customers. This position will have responsibility to successfully maintain the SURE Service Desk and ensure appropriate customer support is provided with the assistance of the team. The position needs to have a strong customer focus, with excellent analytical and problem-solving skills with a focus on continuous improvement.

Key accountabilities

Key accountabilities	Performance expectations
Manage Service desk and delivery for SURE and engage with external customers	<ul style="list-style-type: none"> • Lead and manage the Service Desk providing support to external customers • Provide technical support to users of the SURE facility and liaise with vendors as required • Provide an escalation point and troubleshooting for support, systems, and Infrastructure problems • Implement secure workspaces for authorised users • Engage with key clients to understand their requirements and develop improvements to the SURE and its operating models
IT Operational Management	<ul style="list-style-type: none"> • Ensure provision of SURE IT infrastructure, systems and tools that are stable and secure to meet the needs of the Institute. • Manage the SURE technology infrastructure on an ongoing basis to ensure high availability • Proactively monitor capacity of the SURE facility and develop and implement capacity plans • Provide technical design expertise and support for the SURE environment • Identify areas of improvement to senior leaders
Provide technical advice and guidance to SURE	<ul style="list-style-type: none"> • Ensure technology is fit for purpose for our customers and implement new capabilities when required • Assist with evaluation and implementation of new technologies as appropriate for the Institute • Identify and manage upgrade and maintenance projects to improve systems and operational practices
Information Security implementation, administration, and awareness	<ul style="list-style-type: none"> • Review identified security risks and breaches to ensure the organisation’s assets and information are appropriately secured at all times • Maintain information Security Awareness across all technical infrastructure delivered. • Maintain documentation and comply with policies as identified within the Information Security Management System ISO27001:#### standards • Respond to customer security questionnaire

	<ul style="list-style-type: none"> • Maintain awareness of ASD, ISM controls and ensure compliance where contractual obligations exist.
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Qualifications, Skills, Experience and Personal Qualities - Selection Criteria

Essential

To be successful the IT Manager (SURE) should demonstrate the following technical and behavioural competencies:

- 5+ years of 3rd level systems experience in an environment comprising multiple technologies
- Strong experience in the successful delivery of IT platforms and management of customer service desk
- Strong experience with Server and desktop (Windows) and virtualisation technologies
- Demonstrated networking experience supporting switches and firewalls (Dell, Fortinet, NSX preferable)
- Highly effective listening, verbal and written communication skills with excellent attention to detail.
- Excellent planning and organisational skills. Proactive and conscientious person with the ability to work on multiple tasks simultaneously.
- Strong technical and troubleshooting skills
- Experience in ISO27001 compliance or other security framework.

Desirable

- Any team leadership/management experience
- Experience with cloud or hybrid cloud management and strategy
- Experience in Linux (Ubuntu and or Openstack)
- Any experience in a Managed Service Provider (MSP) or customer service delivery.
- Strong understanding of the public health research and not-for-profit environment

Challenges of role

- Providing an excellent user experience for SURE clients
- SURE clients are provided with flexible services that are delivered in the most cost-effective way
- Staying abreast of new developments in IT capabilities and their application to research.
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Key stakeholders and relationships

- Sax Institute Staff - Internal
- SURE Clients – External