Platforms and Infrastructure Manager

The Platforms and Infrastructure Manager is responsible for overseeing the strategic and operational management and delivery of GNS' digital platform services and IT infrastructure, including on-premises and cloud environments. The role ensures the reliability, security, and scalability of all digital services, overseeing network operations, cloud services, and security operations. This position plays a critical role in supporting GNS' research activities by providing a robust and secure digital foundation.

Reports to:	Digital, Systems and Information Transformation Executive
Department:	Digital, Systems and Information
Group:	Business Services
Employment Type:	Permanent
Location:	Avalon
Direct reports:	11
Budget:	TBD
Career Path:	Specialist
Job Family:	Operations, Data and Technology
Career Step:	10
Date:	September 2024

Position priorities and responsibilities

People Leadership

- Lead and manage the Platform and Infrastructure team to deliver effective digital platform services and IT infrastructure, ensuring a breadth of knowledge and skills, and sufficient coverage of functions to ensure continuity of delivery.
- Ensure strong collaboration and communication with other Digital, Systems and Information department leaders and teams to ensure connected and efficient ways of working.
- Manage all recruitment, performance and development, and remuneration activities for the team, ensuring the team has the right capability to support the future success of GNS.
- Manage any staffing issues or disputes to ensure prompt and effective resolution.
- Foster a culture of continuous improvement within the team, encouraging innovative approaches to technology and the adoption of best practices.

- Put in place plans for business continuity, information stewardship, and ensure staff are aware of individual responsibilities.

Strategic Leadership

- Develop and implement strategic plans for GNS' digital infrastructure in alignment with GNS' goals and objectives.
- Oversee operational management of GNS' digital platform services and IT infrastructure.
- Collaborate with the Data Science Platform Manager and other key stakeholders to establish a centre of excellence for cloud service capability, fostering stronger relationships, planning, delivery and operational support practices.

Infrastructure Management

- Oversee the design, implementation, and maintenance of on-premises and cloud services, ensuring systems are scalable, resilient, and secure.
- Manage GNS's network operations, ensuring optimal performance, reliability, and security of network resources.
- Manage the operation, control, usage and maintenance of the digital infrastructure, ensuring that service level agreements, and maintenance and support procedures are followed.
- Oversee the planning, designing and testing of maintenance procedures and contingency plans to address the availability, integrity and confidentiality of the ICT which supports critical business processes and ensures that agreed levels of continuity are maintained.
- Implement and maintain infrastructure as code (IaC) practices to streamline deployment processes and improve system consistency.
- Deliver approved annual technical refreshes and service improvement programmes within the scope of the role.
- Oversee the regular maintenance and patching regime across the areas of the team's technical responsibility.
- Manage the installation, testing, commissioning/decommissioning of system software, hardware, communications and networking infrastructure in accordance with agreed quality and safety plans.
- Accountability for ensuring documentation, change control procedures, backup and recovery, and problem management procedures are followed and are of a high standard continually reviewing these for improvements.
- Oversee the management and development of in-house digital solutions to meet GNS' objectives.
- Ensure that internal platforms and infrastructure align with the organisation's overall IT strategy.

Cloud Operations

- Lead the delivery of cloud migration and transformation projects to support GNS' transition to more digital / cloud enabled services.
- Lead the development and implementation of cloud strategies aligned with organisational goals.
- Oversee ongoing management of cloud-based services, ensuring they meet GNS' needs for performance, security and cost-effectiveness.
- Ensure the seamless integration of cloud services with on-premises systems.

- Manage relationships with cloud service providers, ensuring service levels and contracts are met and maintained.
- Evaluate and select cloud service providers and negotiate contracts to meet business needs.

Security Operations

- Ensure that GNS has an ongoing robust IT security framework to provide information assurance for GNS, including appropriate network infrastructure, and expertise.
- Oversee security operations, ensuring that all systems are protected against internal and external threats.
- Implement and manage security policies and procedures, ensuring compliance with relevant regulations and best practices.
- Lead incident response efforts, managing security breaches or other incidents to minimise impact on the organisation.

Project Management

- Lead infrastructure-related projects, including upgrades, migrations, and new implementations, ensuring they are delivered on time, within scope, and budget.
- Collaborate with other departments to identify digital services needs and deliver solutions that meet GNS' objectives.
- Maintain up-to-date project documentation and communicate progress to stakeholders.

Vendor Management

- Manage vendor relationships and service-level agreements to ensure high performance and cost-efficiency.
- Evaluate and select new technologies and vendors that align with GNS' strategic goals.
- Oversee the procurement of digital infrastructure, ensuring that all purchases meet GNS' needs and budget constraints.

Disaster Recovery & Compliance

- Develop and maintain disaster recovery plans to minimise downtime and ensure business continuity.
- Ensure compliance with industry standards, regulations, and best practices in IT infrastructure management.
- Regularly audit systems to ensure adherence to security policies and standards.

Continuous Improvement

- Develop and implement quality assurance processes related to infrastructure to evaluate ongoing performance and identify critical success factors.
- Drive continuous improvement of IT infrastructure and platforms to optimise performance.
- Stay updated with the latest trends and advancements in digital platforms and IT infrastructure.
- Implement best practices for IT service management, including change management, incident management, and problem management.

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- Digital, Systems and Information Transformation Executive and Senior Leadership Team
- Applications team
- Information Management team
- IT Services team
- Engagement, Planning and Architecture team
- Data Science Platform Manager and team
- Department Managers
- Theme Leaders
- HR Business Partner
- Finance and Procurement teams
- All GNS Science Staff

External:

- Cloud service providers
- Hardware and software vendors
- Security consultants and auditors
- Industry peers and networks

Person specification

Skills, knowledge and attributes

- Expertise in cloud infrastructure management (AWS, Azure, Google Cloud).
- Strong understanding of network architecture and security protocols.
- Proficiency in infrastructure as code (IaC) tools.
- Strong knowledge of industry standards and regulations related to IT infrastructure and digital platforms.
- Excellent leadership, team management, communication, and project management skills.
- Ability to manage multiple projects and priorities in a fast-paced environment.
- Strategic thinker with strong analytical skills and an ability to develop strategic plans.
- Strong problem-solving abilities and attention to detail.
- Collaborative team player with a commitment to excellence.

- Proactive and self-motivated with a focus on continuous improvement.
- Strong business acumen and commercial mindset.

Experience

Essential:

- Proven experience in managing IT infrastructure and digital platforms, with a strong understanding of cloud computing, security, and scalability.
- Experience in developing and implementing cloud strategies.
- Experience in managing vendor relationships and contract negotiation.
- Proven experience in managing and leading Digital Services teams, with a focus on both on-premises and cloud environments.
- Extensive experience in managing complex 24x7 digital systems, networks, and security operations.
- Strong understanding of security principles and experience in implementing security frameworks.
- Strong technical knowledge of network and server operating systems.
- Proven experience in IT infrastructure planning, development, and operations.
- Demonstrated experience in project management, including the delivery of large-scale digital infrastructure projects.

Qualifications

Essential:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- ITIL Certification.
- Formal Project Management certification or equivalent experience.

Desirable:

- Relevant certifications in cloud infrastructure (e.g., AWS, Azure) and security (e.g., CISSP, CISM).

Performance dimensions

At a high level, GNS Science recognises six **performance dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the *way* we work. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.
- Both the ability and desire to apply appropriate rigour, principles and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Leadership

- Leads from the front to foster a strong culture of collaboration and innovation and working effectively with other teams to achieve objectives.
- Develops and manages the performance and capability of the team through effective coaching and development initiatives.
- Sustains the capability and capacity of the team through effective planning and talent management.
- Creates an inclusive working environment that values diversity and wellbeing.

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.