

# Manager, Digital Network & Communications

## HEP Level 9

---

### POSITION DETAILS

<b>Position Number:</b>	E5017244-5
<b>Organisational Unit:</b>	Digital and Campus Services
<b>Position Report To:</b>	Director, Enabling Technology

---

### OVERALL PURPOSE

The Manager, Digital Networks & Communications leads the strategic evolution of the organisation's digital network environment, ensuring resilient, secure and future-ready connectivity that underpins critical services. The role is accountable for expanding and embedding digital capability across the network, including the integration of AI, Generative AI and advanced automation practices, to optimise operations, enable intelligent network management, and drive continuous improvement in service performance and organisational outcomes.

The Manager is expected to provide leadership by ensuring efficient management of the Network communications team to ensure the team optimises the delivery of network services to meet the requirements of the University.

The position requires a detailed technical understanding of the network communications technologies including software defined and Agentic AI expertise and the ability to move from intent based to agentic network support within a highly available and demanding environment. The position is also expected to lead in delivering services for the whole of the University Digital network communications infrastructure. The Position will also manage prioritisation and operational planning. Additionally, it will involve overseeing project delivery, managing internal and vendor relationships, driving service improvement initiatives within Digital and Campus Services.

---

## **ORGANISATIONAL CONTEXT AND RELATIONSHIPS**

### **About Digital and Campus Services**

Victoria University's Digital and Campus Services (DCS) portfolio Group is focused on high quality customer engagement with a service excellence and innovation mindset, implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric.

Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to study and work. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation.

This portfolio includes:

- ◆ Enabling Technology
- ◆ Office of the Chief Information Security Officer (CISO)
- ◆ Business Partnering and Governance
- ◆ Operations and Security Solutions
- ◆ Campus Services
- ◆ AI Technology and Delivery

### **Within the University the position:**

- ◆ Works in collaboration with the Office of the Chief Information Security office and wider security team.
- ◆ Works closely with DCS PMO's Project Managers, Business Analysts and Architects regarding Network enhancement and operational support.
- ◆ Collaborates with other Domain Leads within Enabling Technology and the wider Digital Campus Services division to ensure operational standards and governance are upheld.

### **Outside the University the position liaises with:**

- ◆ Supports collaboration with peers across Victorian universities and engages with government agencies and third-party vendors who provide modern networks and services within the sector.

---

## **LOCATION/CAMPUS**

The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

---

## KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

---

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

### **Commitment to Protecting Country:**

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

### **Commitment to Diversity and Inclusion at VU:**

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

**The University is a Child Safe organisation. The incumbent in this role will be required to hold a current Working with Children Check (WWCC).**

---

# MAJOR TASKS AND ACCOUNTABILITIES

## Network Service Delivery & Performance

- ◆ Provide leadership and management of the Network & Communications team to achieve delivery and operational objectives as part of Digital Campus Services.
- ◆ Leads the design, operation and continuous improvement of secure and reliable network services.
- ◆ Ensure network performance, availability and capacity meet current and future business needs.

## Automation , AI & GenAI Enablement

- ◆ Drive the adoption of automation across network operations (e.g., provisioning, monitoring, remediation)
- ◆ Identify and implement opportunities to leverage AI and Generative AI for:
  - ◆ predictive issue detection
  - ◆ intelligent network management
  - ◆ operational efficiency
- ◆ Establish standards and guardrails for responsible and secure use of AI technologies

## Capability uplift & Team enablement

- ◆ Build network and digital capability across the team and broader organisation
- ◆ Promote a culture of innovation, continuous improvement, and automation-first thinking
- ◆ Provide coaching and guidance on emerging technologies including AI/GenAI

## Security, Risk & Compliance

- ◆ Ensure network services align with cyber security policies, standards and regulatory requirements
- ◆ Manage risks associated with network operations and emerging technologies
- ◆ Embed secure-by-design principles across all initiatives

## Stakeholder & Vendor Management

- ◆ Establishing strong relationships with internal and external clients to understand their Digital needs with a focus on collaborative engagement and prioritisation of initiatives
- ◆ Manage vendor relationships in accordance with university procurement policies and documented Supplier Relationship Management frameworks.
- ◆ Manage vendor performance and service delivery outcomes
- ◆ Act as a trusted advisor on network strategy and emerging digital capabilities

## Strategy & Continuous Improvement

- ◆ Contribute to the development and execution of the organisation's digital and technology strategy
- ◆ Maintain a forward-looking view on network trends, automation, and AI advancements
- ◆ Identify and deliver initiatives that improve efficiency, scalability and service quality

## TYPICAL/MAJOR CHALLENGES

- ◆ Work with existing Enabling Technology team, Cyber Security, Project Management Office and wider DCS teams, plus relevant business units, to develop a transparent, sustainable and a viable framework and delivery of the Network platform enhancements and projects agreed via established service operations model.
- ◆ This leadership role requires initiative, judgement and high-level expertise in the management and on-going delivery of the Network that support the team and all University staff. This is required to meet the operational requirements of the business including an ability to deal with complex issues. Adherence to all standard internal and external operating policies, procedures, and performance indicators relevant to role and department.

---

## LEVEL OF SUPERVISION

Operates under the broad direction Director, Enabling technology and will be required to manage other technical and/or professional staff.

---

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Extensive experience in managing business stakeholders and ability to define system roadmap, priorities, provide highly available services that support and improve the Network team and staff experience for the University environment.
- ◆ Experience in transitioning legacy systems into modernised enterprise Software defined networks.
- ◆ Experience in moving from intent based to agentic networking support through AI Agent observation and action.
- ◆ Understanding of Autonomous self-healing environments (Zero touch support approach)
- ◆ Ability to deliver Autonomous AI Agent embedded in platform support to correlate telemetry, logs , configuration & intent
- ◆ Detailed knowledge and ability to define services to meet key business objectives and building the required skills and staffing capabilities of a team.

- ◆ Knowledge and understanding to maintain adequate resources to ensure compliance with statutory and University requirements including reporting on Quality, Risk, OHS and Key 4 Performance Indicators.
  - ◆ Knowledge and sound understanding of the University operations, governance, and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.
  - ◆ Extensive experience in managing staff and projects to ensure effective and efficient delivery and development of services for the University.
- 

## **KEY SELECTION CRITERIA (KSC)**

### **Essential:**

1. Knowledge or training equivalent to proven expertise in the management of human and material resources; in addition to, in some areas postgraduate qualifications and other relevant experience.
2. Leadership experience in IT services and delivery or IT general management role managing the provision of IT services in a large, diverse and dynamic environment encompassing Network platforms.
3. Extensive experience in managing ICT infrastructure services covering communications network systems (SDNW,UC, LAN, WAN) and data centres.
4. Proven experience in the utilisation of technology and business scorecards and key performance indicators to support operational improvements and prioritisation. Demonstrated ability to perform against identified objectives/ key performance indicators.
5. Excellent communication (written and verbal) and interpersonal skills.
6. Demonstrated experience in developing and leading a high-performing team to deliver high-level support services and ensuring the ongoing capability and responsiveness of the team in a service oriented and rapidly changing environment.
7. Demonstrated ability to assess and prioritise competing demands to deliver high-quality projects and services within tight deadlines.
8. Proven management experience in the ability to plan operations, review policy and procedures to balance and satisfy competing urgent demands, to display initiative, to drive and deliver continuous improvement.
9. Strong customer focus with a clear understanding of the wider issues impacting the Tertiary Education sectors.
10. Demonstrated high-level communication, cross-cultural, negotiation and interpersonal skills to enable issues to be resolved with other staff, other service area of the University and external suppliers

11. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

**Desirable**

1. Postgraduate qualification or progress towards postgraduate qualifications relevant to the management of Information Technology.
2. Prior experience as a Technical Lead in a University setting.
3. Experience and up to date knowledge of best practice service delivery, such as that based on ITIL or Agile principles.

**Pre-Employment Requirement**

- Provision of evidence of a valid Working with Children Check
- Evidence of eligibility to work in Australia including evidence that any required immigration visas have been obtained
- All VU Employees must provide response to the University’s Gender Base Violence Pre-screening Questionnaire

---

**P&C Use Only:**

<b>Date Updated</b>	00/00/0000	<b>Date Classified</b>	00/00/0000
---------------------	------------	------------------------	------------