

## Position Description – IDS Cloud & Infrastructure Services Lead

Updated 2 June 2026

POSITION DETAILS	
College/Portfolio	Corporate Services
Organisational Unit	Information and Digital Services (IDS)
Supervisor (Title)	Chief Information Security Officer & Deputy Director IDS Infrastructure
Classification	Higher Education Officer level 10
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Under generally unguided direction, the role is responsible for providing strategic and extensive operational leadership to the Cloud and Infrastructure group within IDS.</p> <p>The role is responsible for ensuring IT enterprise cloud and infrastructure services are delivered reliably, sustainably and to agreed service standards.</p> <p>The role is responsible for driving and delivering strategic and operational planning, overseeing change activities, managing strategic internal and vendor relationships and contracts, driving service improvement initiatives and managing financial performance.</p> <p>The role supervises a team of professional staff, provides strong people leadership and proactively manages overall staff performance.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> <li>demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence</li> <li>demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent.</li> <li>contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;</li> <li>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul>

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*Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.*

## KEY POSITION RESPONSIBILITIES

The key position responsibilities include:

### Technical Management & Support:

1. Leading and directing the IDS Cloud and Infrastructure team to ensure that all IDS relevant technologies and services are maintained and delivered in a consistent, sustainable and reliable manner.
2. Provide University-wide strategic leadership across the broader technology landscape, shaping the direction of foundational digital capabilities that extend beyond the Cloud & Infrastructure Services team, ensuring digital infrastructure decisions are integrated, forward-looking, and aligned with enterprise architecture and institutional strategy.
3. Managing the overall operational performance of the IDS Cloud and Infrastructure team to ensure the availability, reliability and scalability of cloud and infrastructure services to address the needs of the University.
4. Lead the strategic management and renewal of contracts related to the Cloud & Infrastructure Services portfolio, ensuring all contractual arrangements are aligned with the University's digital strategy, risk management practices, and procurement and legal compliance requirements. This includes proactively managing vendor relationships, negotiating service-level agreements, overseeing financial commitments, and ensuring contracts support sustainable, secure, and scalable service delivery across the institution.

### Technical Vision & Roadmap:

5. Provide strategic oversight of key cloud & infrastructure initiatives, ensuring alignment with the University's digital vision and roadmap. This includes working in close collaboration with leaders and specialists across IDS to ensure that Cloud & Infrastructure Services activities are effectively integrated with broader divisional priorities such as infrastructure, platforms, cyber security, and emerging technologies supporting a unified, strategy-led approach to digital service delivery. Developing business cases for new or enhanced technologies and solutions to support the delivery of the roadmap.

### Technical Knowledge & Excellence:

6. Conducting both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.
7. Leading the team cloud & server team to periodically participate in knowledge building activities and events to keep skills and knowledge up to date.
8. Ensuring the team are meeting customer's needs, resolving service performance issues and proactively improving services.
9. Ensuring the team are appropriately skilled and experienced to provide technical expertise to customers.

### Risk, Governance & Ways of Working:

10. Managing day-to-day vendor interactions and relationships using sound commercial judgement in accordance with University procurement policies.
11. Leading the establishment and continuous improvement of an agile based approach to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities. Balancing the need to support day to day operations in a stable and reliable manner, with the need to undertake functional enhancements and new features for customers.
12. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.
13. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

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**Other Responsibilities:**

14. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

**KEY POSITION CAPABILITIES**

- Appropriate tertiary qualification in Information Technology or relevant technical area, and / or equivalent relevant experience in an IT environment.
- Advanced strategic thinking, planning and analytical skills and actively contributes to achieve outcomes and meet the University's strategic goals.
- High level skills in leading a team to its full potential, including high level interpersonal and relationship management skills and the ability to manage staff performance.
- Extensive experience in building and managing customer relationships in a strategic and long-term context. Major vendors include Microsoft, AWS, RedHat, Cisco, HP, Dell, NetApp, Hitachi or EMC to ensure successful delivery of products and services.
- Extensive experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.
- High level self-improvement and growth mindset/approach to the role and fosters it amongst the wider team.
- High level interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.
- Extensive experience of senior level leadership interactions, including the requirement to report up the appropriate level of escalations, advisories, and information to ensure senior leadership can support and engage as required.
- Extensive experience of team management activities including resource management to inform capacity planning, professional development, staff support and wellbeing, staff recruitment and other staffing matters.
- Extensive experience of contract management and financial consideration and impacts, background of dealing with complex procurement, legal and vendor obligations with a financial mindset.
- Higher education experience advantageous.

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