



Position title	Assistant Manager, Cloud Services
National Gallery level	NGA Level 6
Position number	Position No. 3042
Employment type	Ongoing/Non-ongoing – Full-time
Department	Information Services
Portfolio	Chief Operation Office
Immediate supervisor	Manager, IT
Direct reports	Nil
Position location	National Gallery, Parkes, Kamberri/Canberra
Requirements	Australian Citizenship Police Check

ABOUT THE GALLERY

The National Gallery is one of Australia’s leading visual arts institutions. The National Gallery is based in Canberra and is a vital part of the Australian cultural landscape. Our Purpose is to collect, preserve, promote and share the national collection of art. The Vision of the National Gallery is to be the international reference point for art in Australia, inspiring all people to explore, experience and learn. Our Values include excellence, creativity, courage, respect, and accountability.

WORKING AT THE GALLERY

When you work at the National Gallery you will be exposed to some of the world’s leading Australian and international art and artists. We are located in the National triangle on the waterfront and your lunchtimes can be spent in our beautiful sculpture garden or around Lake Burley Griffin.

We support flexible working practices, including working from home, and you will have access to low-cost, onsite car parking.

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

We value the contribution that a diverse workforce brings and encourage people from a diverse background to apply. This might include identifying as First Nations peoples, people with a disability, culturally and linguistically diverse people and LGBTQIA+ people.

OVERVIEW OF THE ROLE

The Assistant Manager Cloud Services position is part of the Information Technology (IT) Section within the Information Services Department. The section provides the full suite of ICT services to enable all Gallery staff to access our IT network. This includes the applications we manage both on-premises and in cloud environments, and to enable reliable and safe devices for all staff to increase productivity and mobility. As a small team, all staff manage multiple capabilities and responsibilities, providing you with the experience across all facets of vendor management, ICT procurement, budgets and costings, IT Service Management, infrastructure, end user computing, IT and digital projects.

The IT Team supports the Gallery both in the office and when staff are away from the office. In addition to the standard IT service offering, the team further supports the Gallery in projects and initiatives that have an IT component from concept to implementation.

The IT section operates in a high-pressure environment delivering high quality outcomes and cost-effective services for the NGA. The role requires someone who has high technical and organisational skills, and strong understanding of end user computing and problem and issue management.

This position reports to the IT Manager and is focused on management and enhancement of our Microsoft 365 environment and other cloud service. This role is instrumental in ensuring the efficient and optimized use of M365 and other cloud services, focusing on improving performance, reducing costs, and enhancing the overall user experience. The role includes procurement, contracting, engaging with internal subject matter experts, vendors and external managed service providers.

This role is within the Service Management stream and also supports projects that are related to end-user computing, mobile devices, support systems and other client services.

This role may also contribute to the IT service management on-call roster for weekends and public holidays.

The position needs someone with the ability to adapt to challenges, works well within a team under pressure, has strong work ethic and self-motivation to learn and stay current with industry skills. They will also need to have a versatile, flexible and creative approach to cultivating productive working relationships, and building strong relationships between audiences, partners and other stakeholders.

An order of merit may be established from this selection process and may be used to fill future identical vacancies over the next 12 months. Selection may be based on application and referee reports only.

If you do not wish to be added to an order of merit, please notify us in your application.

OUR IDEAL CANDIDATE

Our ideal candidate will have expertise in the management of Microsoft 365, Azure environments and other cloud services, focusing on improving performance, reducing costs, and enhancing the overall user experience. You will keep abreast of new features, updates, or changes in the M365 environment and recommend and implement new M365 features that align with company goals and enhance productivity.

You will have excellent analytical and organisational skills together with a demonstrated capacity to deliver ICT services and projects. You will be able to manage ongoing project performance and have the ability to identify critical success factors.

You are able to respond flexibly to changing demands especially as they relate to work priorities and project management. You manage workloads to meet organisational deadlines and priorities within a high-pressure busy client service environment.

You will have demonstrated experience in vendor and contract management, procurement activities, budgeting and other financial activities such as processing of invoices and accruals.

Our ideal candidate will have highly developed oral and written communication skills together with a high level of proven interpersonal and representational skills.

WHAT WILL YOU DO?

In accordance with the APS 6 work level standards, you will:

- Under limited direction, work with vendors/service providers to:
 - administer and maintain the organization's Microsoft 365 and Azure environments.
 - analyse the performance of M365 services and recommend configurations or changes to improve efficiency and user experience.
 - maintain security settings within the M365 environment in line with company policies.
- Monitor MS365 and other software licensing, ensuring that the organization is using the most cost-effective and suitable licenses for its needs. Recommend cost-saving initiatives without compromising on service quality or security.
- Regularly monitor and report on service health, identifying any potential issues or outages.
- Continuously monitor service usage patterns and adjust resources as necessary.
- Assist the IT Service Management team in resolving more advanced M365-related issues and other IT service management enquiries.
- Undertake procurement activities, contract management, budgeting and financial activities including processing of invoices and accruals.
- Prepare and maintain procedural or technical manuals, guidelines and knowledge articles.
- Lead IT Service Management projects which may include those of a technical and specialised nature.
- Provide high level advice to a range of internal and external stakeholders on IT issues.
- Manage relationships with stakeholders to achieve work area and National Gallery objectives.
- This role may also contribute to the IT service management on-call roster for weekends and public holidays.

WHO ARE WE LOOKING FOR?

To be successful in this role you will need to demonstrate, or have the ability to develop the following,

You will:

- **Show judgment, intelligence and common sense** when undertaking your objectives, systematic analysis and can draw accurate conclusions based on evidence. You will have the ability to recognise the links between interconnected issues.
- **Commit to action** and takes personal responsibility for meeting objectives and progressing work. You will show initiative and be proactive in all that you do.
- **Value individual differences and diversity** by recognising the positive benefits that can be gained from diversity.
- **Support shared purpose and direction** of the Gallery by understanding, supporting and promotes the Gallery's corporate plan. You can identify the relationship between the Gallery's goals and your operational tasks.

HOW TO APPLY

You should provide a tailored CV (**maximum of three pages**) along with a statement of no more than **two pages** that outlines your skills, capabilities and experience, against the 'Our ideal candidate' information above.

In your statement response you should keep in mind the capabilities and behaviours required to be successful for this role, as identified in the 'Who are we looking for?' section.

Try not to duplicate information that can be found in your CV but do highlight any specific examples or achievements that demonstrate your ability to perform the role.

As part of your application process, we ask that you also complete the personal particulars form as well.

To apply for this role please forward your application to recruitment@nga.gov.au.

ELIGIBILITY:

Citizenship - To be eligible for employment with the Gallery, you must be an Australian citizen.

Police Check - To be eligible for this role you must complete a police check.

Security Assessment - The successful applicant will be required to obtain and maintain a Baseline security clearance. Ongoing employment in this role requires the successful candidates to maintain a high-level security clearance. Loss of a security clearance at any time will lead to termination of employment.

Qualifications, Certifications and Registrations

Role specific qualifications certification and/or registrations include:

- Relevant qualifications in IT, ICT or other relevant fields is desirable.

Work, Health & Safety Obligations

The National Gallery is committed to the health, safety and wellbeing of our people and we expect our people to share this commitment and work safely at all times.

This role is required to ensure that they meet duty of care obligations as required under WHS legislation. This is achieved by:

- being accountable and taking ownership of health and safety matters within their control or ability to promote a culture of health and safety within the National Gallery
- working with colleagues to enhance health and safety and ensure that it becomes a part of everyday National Gallery business.
- completing health and safety reporting in an accurate and timely manner.

Contact

Further information about the position may be obtained by contacting Jade Carson on +61 2 6240 6580 or jade.carson@nga.gov.au.