



## Senior Manager Engineering

Infrastructure Services

### ***What is the purpose of this role?***

The purpose of this role is to provide leadership and managerial decisions in order to drive excellence, quality and performance for an IT service portfolio.

### ***What are the key responsibilities of this role?***

- Uses the Group's people management systems and policies to effectively manage people and complete all required people management activities as directed by the Group or Line Manager.
- Plan, enable and drive service maturity initiatives to effectively manage IT services, from development, offering, enhancement, and retirement.
- Advise on utilisation of good practice principles to ensure successful management of IT services, contributing to the development of IT service management and governance standards
- Manage the availability of required IT services giving consideration to target architecture, improving the quality, performance visibility and the reliability of services
- Promote clear communication on engineering standards and guidelines, representative of offered services
- Team leadership and people management

### ***What does 'AMAZING' look like?***

- Strong service management experience and understanding of technology
- Experience managing medium to large budget with input to formulation
- Experience in IT engineering, support or delivery
- Specialised knowledge of IT service management methodologies
- Team leadership experience

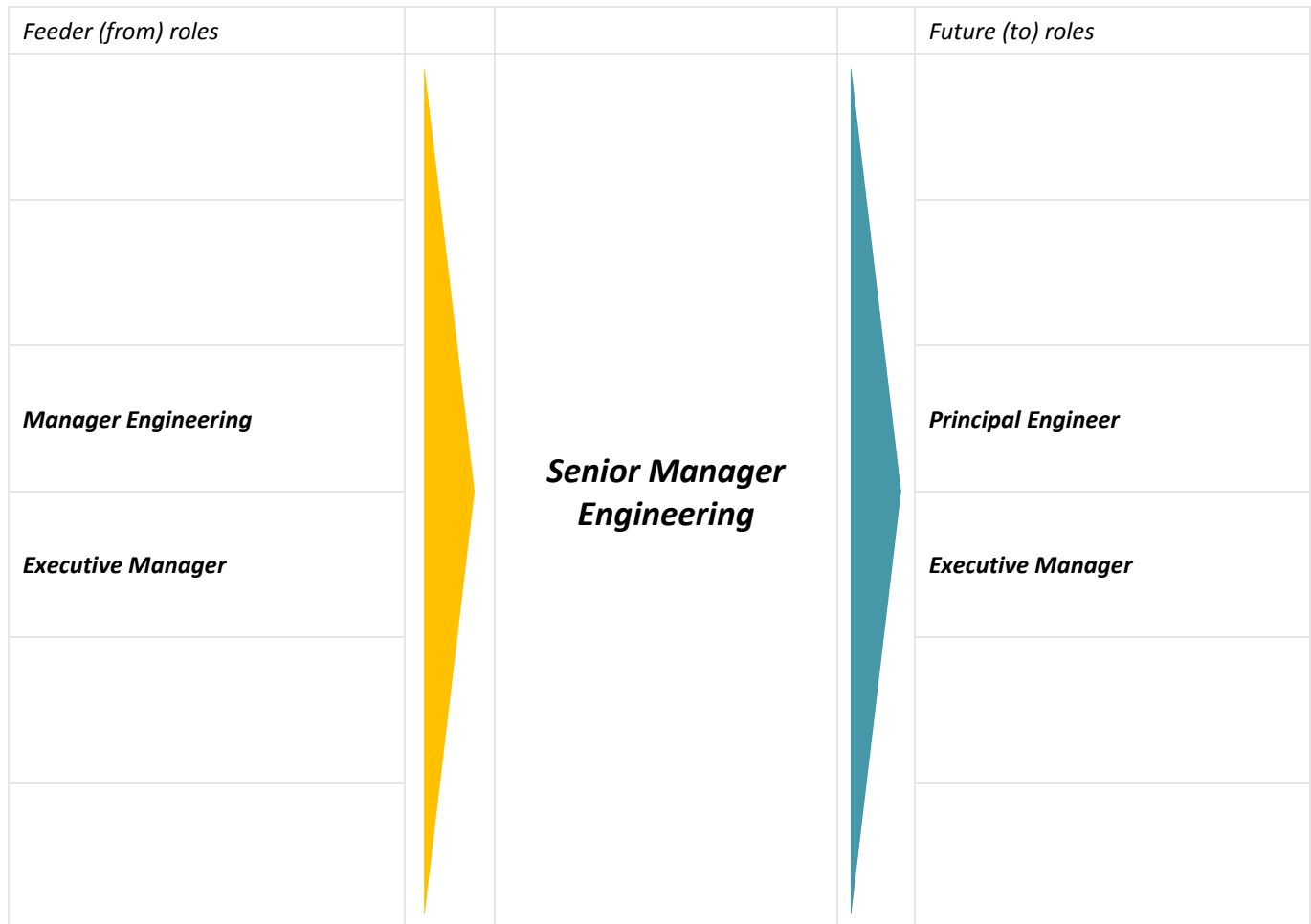
### ***What skills and capabilities do people need to be successful in this role?***

These are the essential skills to perform successfully in this role. They are a great tool for you to use when planning your development. The following proficiency levels are required to be effective in the Senior Manager Engineering role.

<b>Capability</b>	<b>Description</b>	<b>Proficiency Level</b>
Consultancy	Provides advice and recommendations to address customer needs or strategic business issues; supporting implementation of any agreed designs	<i>Advanced</i>
Critical Analysis & Insights Generation	Collects, evaluates and interprets data/information (quantitative and qualitative) in order to identify business issues and propose solutions	<i>Advanced</i>
Design Development	Assesses and designs information systems or solutions to meet defined business needs that are compatible with enterprise and solution architectures and standards	<i>Sound</i>
Technical Acumen	Develops and exploits expertise in any specific area of technology, technique, method, product or application area; keeps current with developments and trends in technology	<i>Sound</i>
Financial Management for IT	Shows financial awareness in managing a team, product or service, including managing to a budget , understanding cost drivers, driving efficiency in labour, IT asset or contract management and applying cost/benefit analysis to investment decisions.	<i>Sound</i>



**What is a typical career path to this role? Which roles do people move to next?**



**What development is available to be effective in this role?**

<b>Experience &amp; Exposure</b>	<ul style="list-style-type: none"> <li>On the job exposure and experience with access to infrastructure technologies and tools</li> <li>Secondment roles</li> <li>Business Unit partnerships</li> <li>Business Unit / Technology Domain aligned Squads &amp; Scrum teams</li> <li>Mentors and career development guidance through reporting lines and senior management</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>Vendor courses and certifications</li> <li>Tertiary education</li> <li>CommBank internal e-learning and Leadership development courses</li> <li>Industry expos and Webinars</li> <li>Industry whitepapers</li> </ul>

Note. These development activities are not mandatory, rather suggested learning for people seeking to be effective in this role.