



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

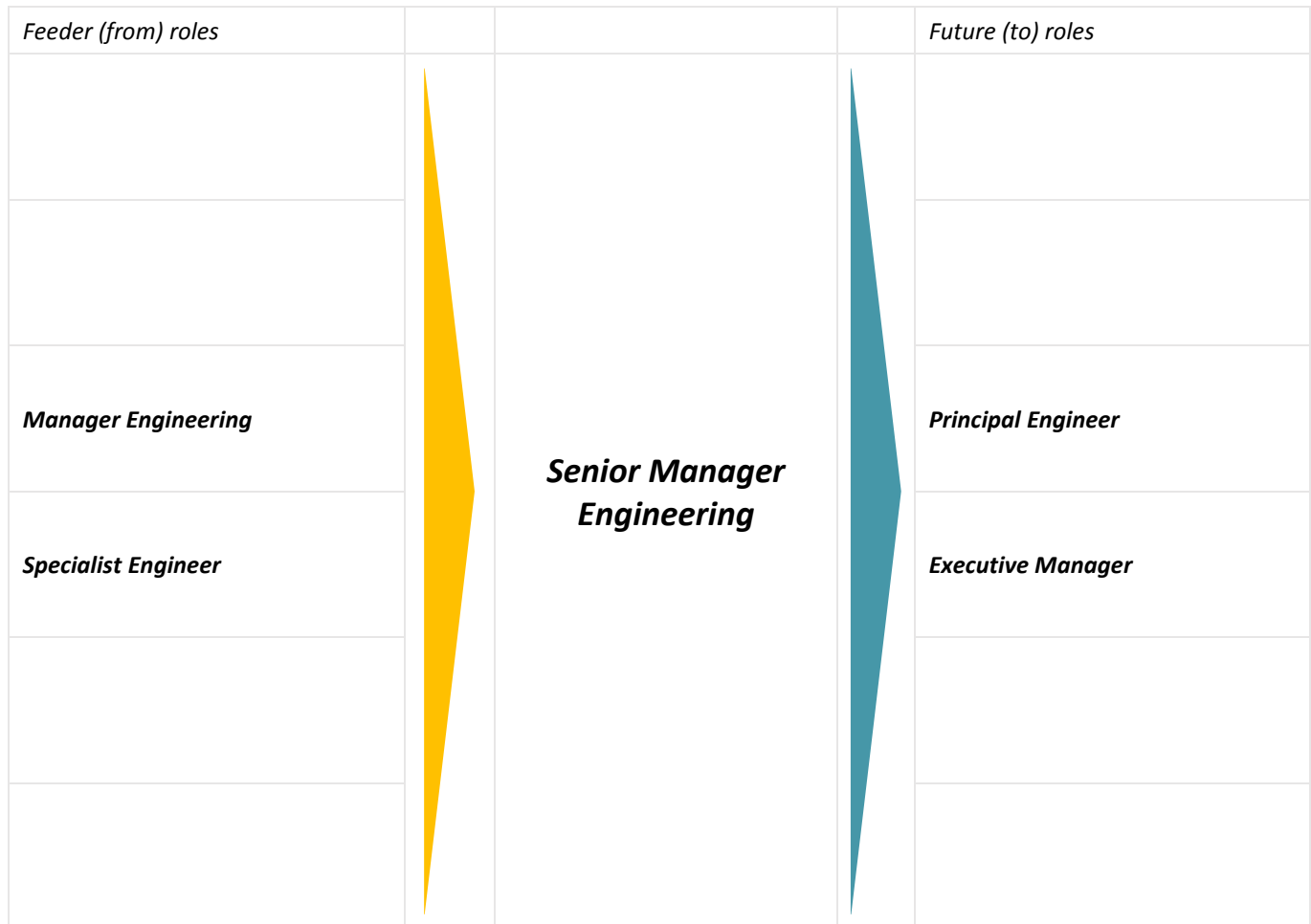
What skills and capabilities do people need to be successful in this role?

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.

Capability	Description	Proficiency Level
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?

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

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