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|-----------------------------------|--------------------|---------------------------|---------------|
| Reports to: | Head of Production | PD Classification: | Manager |
| Team: | Operations | Status: | FT Contracted |
| Salary: | | Effective Dates: | |
| Position Holder Signature: | | Signature Date: | |
| Manager Signature: | | Signature Date: | |

Role Purpose

The IT / Operations Manager is responsible for the planning and delivery of the Company's IT and Operational requirements for its activities. Specifically, the role undertakes the Company's facilities operational management and provides IT support.

The IT/ Operations Manager will plan and maintain a safe WH&S compliant work environment and ensure that the Company's facilities are compliant.

The IT / Operations Manager will support the Head of Production in planning and implementing the logistics of the transition to Pier 2/3

Intent of Position Description

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by staff in this role. Staff members may be requested to perform job-related tasks other than those specifically presented in this description. Role Descriptions may also be modified from time to time to reflect usual growth and change of a role.

Significant Working Relationships

Direct Reports (by position title):

- Casual Technical Staff

Other Key Relationships (internal):

- Head of Production, Deputy Production Manager, Technical Supervisor
- Contract Production staff, Production Assistant, contract Production Manager
- Departmental staff within the organisation and relevant to the delivery of projects, company activity and IT support. This is inclusive of the Finance, Learning, Development and Marketing teams as well as administrative staff.
- Chief Operating Officer

Other Key Relationships (external):

- Company suppliers, contractors and consultants
- Industry specific performing arts organisations, representative bodies and industry groups

Key Result Areas

| Key Result Area: | 1. IT |
|--|--------------|
| <p><i>Key Tasks</i></p> <ul style="list-style-type: none"> • Manage all company IT including: <ul style="list-style-type: none"> ▸ Manage Webquor (IT provider) contract and servicing ▸ Website management. Facilitate transition of Website to new provider ▸ Manage and approve new user requests ▸ Printers ▸ SharePoint administration, future development & rollout, internal staff training & support ▸ SSW relationship ▸ Smartsheet and other 3rd party providers ▸ Backup data schedules and strategy ▸ Multimedia Drive integration ▸ IT hardware management and planning; replacement of computers, laptops, phones, printers ▸ In conjunction with Webquor, overseeing the management of the network, including: File Server, RDP, Navision Server, Active Directory, QNAPS, Physical Network Infrastructure, IPECS, Admin, SharePoint, WiFi, internet services, fibre line and the Data Centre. | |

- All Telstra accounts and services including:
 - Landlines
 - Mobile Broadband
 - Mobile Services
 - Billing
 - Pre-paid services
 - Data Management

- Manage all contracted services such as:
 - Camnet
 - Vectorworks
 - Tessitura
 - Adobe Creative Cloud

Key Result Area: 2. Operational

Key Tasks

- Provide advice to the production team with respect to Capital Expenditure and strategic equipment purchases (with Head of Production)
- Manage Argyle and Canal Rd workshop facilities
- Maintain all plant, including Argyle and Canal Rd hoists
- Assess equipment needs and allocation across each year's season

- Production Van:
 - Servicing
 - Registration
 - Cleaning
 - Tolls
 - Wilson Parking

- Manage all contracted services such as:
 - Cleaning
 - Postage Meter
 - Water filters

- Management of GoGet Account including billing and managing drivers
- Manage Landlord relationships (CBRE, PNSW and CRFC)
- Manage company maintenance such as test and tag, end of year technical equipment maintenance, end of year/project cleanup of all spaces
- Manage building maintenance requests
- Manage keys, swipes and access to all three tenancies (Cleland, Argyle, Canal Rd)
- Asset Management and tracking of all company equipment
- Manage the Company's storage requirements including archives, costumes and sets
- Management of rehearsal spaces and external bookings
- Management of portable fire equipment servicing and maintenance
- Management of fire warden training

Key Result Area: 3. Pier 2/3

Key Tasks

- Planning and design of Pier 2/3 Nutshell seating
- In conjunction with the Head of Production plan the logistics for the transition to Pier 2/3
- Manage procurement and fit out of the Pier 2/3 tenancy (Workshop, office, IT, technical, costume, shared spaces)
- Participate in development of digital strategy relating to Pier 2/3
- Participate in the strategic planning of Pier 2/3 activities and resources

Position Description

IT / Operations Manager



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| Key Result Area: | 4. WH&S |
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Key Tasks

- Together with the Chief Operating Officer, ensure that the Company's WH&S policies are updated and reviewed biannually in accordance with the relevant legislation. Ensure WH&S compliance in regard to the Company's facilities.
- Plan and maintain a safe and WH&S compliant work environment in line with relevant policies and guidelines and specific to the production environment.

Performance Criteria

- High level of stakeholder satisfaction and engagement
- Appropriate statutory compliance including WH&S, regulatory and legislative commitments
- Enable clear and open interdepartmental communication to enable operational Company requirements to be realised at a high standard

Authority / Discretionary Limits

- Direction of operational staff as approved by the Head of Production
- Operational expenditure within allocated budgets.
- Authority to operate a company credit or debit card
- Authority to use and allocate use of the company vehicle

Position Attributes

- A solid knowledge of Workplace Health and Safety requirements and ability to produce WH&S documentation including WH&S Policies, Risk Assessments and Safe Work Method Statements.
- Experience in building & facilities management
- Substantial experience in the development, negotiation and management of contracts and agreements with a broad range of organisations and personnel
- Experience in managing IT computer system and service contracts
- High level computer skills with a good knowledge of relevant software packages such as MS Office, VectorWorks, Mac OSX,
- Current Driver's Licence
- An understanding of the requirements to work with creative and production teams
- Excellent problem-solving skills
- Excellent, research, analytical and communication skills
- Ability to work well within team environments and to work autonomously
- Flexible attitude to duties, responsibilities and working hours within the skill set of the position