

National Technology Manager

Position Description

Updated April 2019

Position:	National Technology Manager (National)
Organisation:	Hub Australia Pty Ltd
Reports into:	Hub Australia, Chief Shared Services Officer
Start date:	1 July 2019
Probationary period:	6 months from original start date
Salary band	Leadership Band
Location:	Hub Southern Cross (Melbourne)
Employment type:	Permanent full-time
Ordinary hours of work:	You are expected to be contactable between 09:00 and 17:00 (Mon - Fri). Some out of hours work may be required in emergency situations or dealing with vendors based overseas. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
Salary:	To be discussed at interview stages.
Phone allowance:	\$100.00 per month
Leave entitlements:	As per leave policy.

Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 2500 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

Your role:

As a member of the Leadership team, sitting within the Shared Services business unit, you will be a multi-disciplinary technical expert with entrepreneurial acumen, advanced analytical thinking, logical reasoning skills and the ability to appraise business functions through a technical lens.

The Executive Team will look to you to redefine problems, provide clear, actionable, business-based recommendations, and to bring internal and external data insights and fresh perspectives to bear on their strategic thinking.

You will be accountable for the technology, systems and support needs across the business, including delivering the technology requirements for new clubhouse openings. You will provide technology leadership to champion your vision for the development of Hub Australia's technological capabilities, as the organisation positions itself for the future, and will engage in both high-level strategic decisions and operational planning, execution and continuous improvement.

You will keep informed of the innovation landscape, explore opportunities to leverage upcoming technologies and drive initiatives to underpin the business' competitive advantage, growth plans, productivity targets, operational objectives and environmental efficiency commitments, and to integrate physical and digital platforms.

Taking a consultative approach, you will also partner and collaborate with cross-functional leaders across the business to identify gaps, gain insight into prevalent issues and reveal opportunities to use technological solutions.

Part of your remit will be to: augment and mobilise our intellectual property; enhance our member experience and service offerings; facilitate more efficient use of real estate to generate improved returns; draw valuable insights from our data to support effective decision making; better leverage our system functionality to increase efficiencies and provide revenue opportunities; ensure occupier safety at all times; enhance system useability; and streamline processes.

Leadership, management and planning

- Build and maintain constructive, collaborative relationships with internal and external stakeholders to provide leadership and direction in relation to technological issues.
- Manage, track and maintain physical infrastructure and systems assets across the organisation, including lifecycle management and refreshes of assets.
- Manage the Technology and Systems team, ensuring its purpose and objectives are clear and aligned to the Technology Strategy and Hub Australia's strategic direction.
- Design evaluation tools, set appropriate success metrics for the team and maintain effectiveness by monitoring team activities and tracking results.

- Develop, refine and articulate the Technology Strategy and annual implementation plans, defining the scope of each initiative and effectively managing each project.
- Live and breathe our values: Collaborative, Adaptable, Resourceful, Accountable and Beyond Profit.

Technical support services

- Provide high-level technical support and advice to both internal and external stakeholders based on best-practice approaches. Establish clear escalation paths, managing the progress of remediation activities.
- Manage risks, outages, major incidents and events, keep the business informed, and undertake root-cause analysis to ensure resolved incidents are properly documented and closed.
- Establish and enforce appropriate policies, processes and practices to ensure consistently high service performance to meets business and member expectations.
- Engage with external vendors, manage contractual and operational relationships, establish and define service agreements and risk management controls.

Clubhouse build and renewal projects

- Collaborate closely with cross-functional teams in Property, Design, Member Experience, Facilities and Maintenance and Clubhouse Operations, to jointly align on plans to design and build the most impactful clubhouse experiences.
- Take ownership of technology infrastructure projects, undertake selection of vendors, tendering and procurement, determine deployment and provisioning specifications and hold vendors to account.
- Manage technology infrastructure installations and renewals in new and existing clubhouses, ensuring procurement, CAPEX and OH&S processes are followed.
- Investigate and report on the commercial viability of deploying IoT and smart building technologies that integrate software and hardware technologies.

Innovation and continual improvement

- Enhance our data capture, analysis and reporting capabilities, recognising that data is a significant asset and driver of competitive advantage.
- Champion a culture of innovation and provide thought-leadership and direction for the development of strategic roadmaps and related timelines that meet both short-term and long-term technical and business-related objectives.

- Lead and work across multiple business functions to solve complex business challenges with broad cross technology impact. Define and gain consensus on proof of concepts, integrations, enterprise initiatives and future state architecture.
- Research and evaluate emerging technologies, hardware, and software that can be used within the existing, expanded or new infrastructure to provide new functionality or services that add value to the organisation or members.

Important metrics:

- Meet the agreed uptime SLAs in relation to Hub's IT infrastructure for members and staff.
- Successful delivery of Technology Strategy and related projects on time, on budget and with positive feedback post-implementation.
- Excellent member and team evaluation scores in relation to technological capabilities and the level of support and service provided by the Technology and Systems team.
- Consolidated Hub accounts achieve the budgeted EBITDA.

What you'll need:

- Degree qualification in Computer Science, Information Technology, Information Systems, Software Engineering or a related field, or equivalent practical experience.
- Strong Systems Administrator, Systems Operations or IT Infrastructure background with a heavy focus on understanding network typologies. Cisco Meraki Network Administration Certification will be required and certifications in Wireless, Routing and Switching and Design would be highly regarded.
- Deep understanding of wireless networks and hands on experience with routing and switching solutions, firewall appliances, hubs, bridges, switches, load balancers, networking protocols, network capacity planning, network security principles, escalated network issue resolution and general network management best practices.
- Technical expertise across a breadth of technologies and digital systems (such as networks, infrastructure, application systems, cloud, cybersecurity, network diagnostics, software design, data structures, APIs and hardware integrations) and the application of technology in the physical environment.
- 7+ years experience in a in a similar IT infrastructure and service delivery role with a minimum of 4 years of technical lead experience, including developing, leading and inspiring technical teams.

- Strong stakeholder management, interpersonal, networking and negotiation skills. Ability to establish and build strategic relationships and to influence, engage and work in partnership with senior leaders and cross functional teams.
- Proven success with innovation and conceptual problem solving to deliver creative, yet simple solutions that support the delivery of highly functional, flexible and stable technological capabilities.

What you'll be rewarded with:

- Be a key member of an energetic, dynamic and fun national team who stands for more than their bottom line
- Be part of a [B Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- A personalised training and professional development program to grow your skills and career
- Be supported to make social and environmental impact with paid volunteer leave each year
- Biannual company-wide conference – these are a lot of fun!

All this while working in one of Hub Australia's beautiful workspaces!

To apply, please send a copy of your resume and cover letter to hello@hubaustralia.com with National Technology Manager in the headline. We look forward to hearing from you.