Technology Operations Manager
Position Description

Reporting to:	Chief Information Officer	Work location:	Melbourne CBD office attendance preferred Hybrid / remote possible
Department:	Technology	Budget holder:	No
Team:	Operations	Direct reports:	Nil

Here you'll make a difference

At Save the Children Australia, we attract bright and big-hearted people who are inspired to make a difference. Together, we are fearless in our pursuit of making lasting change for the children and communities who need it most.

The Operations Manager for the Technology Team at Save the Children Australia & Pacific plays a pivotal role in ensuring the operational efficiency and effectiveness of the organization's technology initiatives.

Reporting directly to the Chief Information Officer, this role is essential in driving excellence in cost management and optimization, license optimization, asset management, contract lifecycle management and vendor relationship management within the technology group.

With a strong focus on continuous improvement, the Operations Manager will collaborate closely with technology teams such as Infrastructure, Applications, Data and TechCentral, as well as with the Strategic Projects team to streamline processes, enhance operational efficiency, and deliver exceptional customer service.

Here your skills will be valued

Role requirements

1. **Contract Lifecycle Management:**
   - Manage end-to-end contract lifecycles, ensuring compliance, and optimal vendor relationships.
   - Develop and implement standardized processes for efficient contract management.

2. **Cost Optimization and License Management:**
   - Strategically analyse and optimize costs associated with technology operations.
   - Oversee license optimization initiatives to ensure alignment with organizational needs.

3. **Asset Management:**
   - Implement robust asset management protocols, tracking technology assets and ensuring their optimal utilization.
   - Develop strategies for the efficient and environmentally responsible disposal and replacement of outdated assets.

4. **Vendor Relationship Management:**
   - Foster strong relationships with technology vendors, negotiating contracts, and ensuring value for money.
   - Collaborate with vendors to identify opportunities for operational enhancements.

5. **Cross-Functional Collaboration:**
   - Work closely with Infrastructure, Applications, and "TechCentral" teams to identify and implement cross-functional process improvements.

- Collaborate with the Strategic Projects team to plan and sequence work effectively across the technology group in line with business priorities.

6. **Continuous Improvement:**
   - Support a culture of continuous improvement within the technology team.
   - Proactively identify and implement opportunities for enhancing operational processes and customer service.
   - Participation in / coordination of improvement initiatives, particularly within technology

7. **Technology Process Management**
   - Change management facilitation & organisation
   - Tech knowledge repository management
   - Tech Service Performance reporting
   - Communications Management
   - Major incident management / communication

Comply with Save the Children Policies
   - Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training .
   - Comply with the Child Safeguarding Code of Conduct and child safeguarding and protection policies and standards (click here to view further details)

Here you'll belong

It takes all types of people to do the challenging work we do. Here are some of the specific skills and experiences you'll bring in this role:

Essential knowledge or experience
   - Experience in operations management within a technology environment.
   - Strong understanding of contract management, cost optimization, license management, and asset tracking principles.
   - Excellent project management skills with the ability to coordinate multiple projects simultaneously.
   - Proficiency in vendor management and negotiation.
   - Strong communication and interpersonal skills, with the ability to collaborate effectively with cross-functional teams.
   - Analytical mindset with the ability to identify trends, patterns, and opportunities for improvement.

Other
   - Exceptional collaboration skills, and desire and ability to work across business units and functions beyond technology, including international engagement & collaboration

Additional Information

   - Any offer of employment at Save the Children Australia will be subject to a satisfactory National Police Record Check and a Working with Children Check
   - Employees must sign on to Save the Children Australia's Child Safeguarding Policy and Code of Conduct
   - Ongoing performance and employment will be measured against KPIs, values and demonstrated behaviours outlined above
   - Save the Children Australia is an Equal Opportunity Employer

Driver's Licence:	Not required	**Travel:**	Required infrequently
Working with Children Check:	Required	**Assets:**	Laptop