

POSITION DESCRIPTION

Manager, Network Operations



EXECUTIVE POSITION DETAILS

Position Title	Manager, Network Operations
Classification	HEW9
Position Number	NEW
School/Office	Digital Services
Division	Operations

POSITION PURPOSE

The Manager, Network Operations is responsible for the leadership, delivery and continual improvement of the University's network services across a complex multi-campus environment. The role ensures the availability, performance, security and reliability of the University's network infrastructure, supporting teaching, research and operational outcomes.

The position leads a team of network engineers and managed service providers responsible for the operation, maintenance and lifecycle management of network services, including campus switching, wireless networking, network access control, internet services, firewalls and secure connectivity platforms.

The role is accountable for operational governance, service performance, capacity planning, risk management, incident response, vendor management and the successful transition of project outcomes into sustainable business as usual operations. The position works closely with Cyber Security, Infrastructure, Digital Services and project delivery teams to support the University's network modernisation and security uplift objectives.

KEY ACCOUNTABILITIES

Network Service Leadership

- Lead the delivery and operation of network services across all University campuses and locations.
- Ensure network services are secure, stable, resilient and aligned to business requirements.
- Establish and maintain operational standards, procedures and service management practices.

- Drive continual service improvement initiatives that improve reliability, performance and customer experience.

Network Architecture and Technical Leadership

- Provide architectural oversight and technical leadership across the University's network environment.
- Develop and maintain network standards, reference architectures and implementation patterns.
- Review and endorse network designs to ensure alignment with operational, security and business requirements.
- Contribute to network strategy, roadmap development and technology lifecycle planning.
- Evaluate emerging technologies and provide recommendations regarding adoption, standardisation and investment decisions.

People Leadership

- Lead, mentor and develop Network Engineers and associated technical staff.
- Establish workforce plans and capability uplift initiatives aligned to operational priorities.
- Manage team performance, workload allocation and professional development activities.
- Foster a culture of collaboration, accountability, innovation and continuous improvement.

Operational Governance

- Accountable for network incident, problem, change and configuration management practices.
- Lead major network incidents, restoration activities and root-cause investigations.
- Monitor service performance and availability against agreed service levels and operational targets.
- Ensure operational risks are identified, documented and appropriately managed.

Infrastructure Lifecycle Management

- Develop and maintain network lifecycle, remediation and technology-refresh roadmaps.
- Oversee implementation of network upgrades, hardware refresh activities and technical debt reduction initiatives.
- Ensure network capacity and resilience requirements are regularly assessed and addressed.
- Support strategic planning activities relating to the University's network environment.

Cyber Security and Compliance

- Work collaboratively with Cyber Security teams to implement network security controls and remediation initiatives.
- Support network segmentation, secure access, NAC and Zero Trust initiatives.
- Ensure compliance with University policies, standards and regulatory obligations.
- Contribute to cyber risk treatment and security uplift programs.

Vendor and Financial Management

- Manage relationships with network vendors, managed service providers and delivery partners.
- Contribute to business planning, resource forecasting and budget development.
- Monitor operational expenditure and contract performance.
- Ensure supplier deliverables and support services meet contractual obligations.

Project Transition and Service Improvement

- Support project delivery teams in the implementation of network-related initiatives.
- Ensure operational readiness, supportability and successful transition of new services into BAU operations.
- Contribute to network modernisation programs and strategic technology initiatives.

- Drive automation, observability and monitoring improvements across the network environment.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Leadership and Management

- Demonstrated experience leading network operations teams within large and complex enterprise environments.
- Proven experience managing technical resources, vendors and managed service providers.
- Experience establishing operational governance, service management and support practices.
- Strong stakeholder engagement and communication skills.

Technical Experience

- Extensive experience supporting large enterprise or multi-campus network environments.
- Strong practical knowledge of enterprise routing and switching, including BGP, OSPF, VLANs, VRFs, QoS, multicast and high-availability technologies.
- Experience with Cisco, HPE Aruba, Palo Alto and enterprise wireless platforms.
- Understanding of network access control, segmentation, Zero Trust and secure access architectures.
- Experience supporting hybrid cloud and on-premises networking environments.

Service Management

- Strong understanding of ITIL incident, problem, change and configuration management processes.
- Experience delivering operational service improvements and lifecycle programs.
- Experience managing major incidents and operational risk.

Desirable

- Relevant industry certifications such as CCNP Enterprise, Aruba (ACMP, ACSP, ClearPass), Palo Alto (PCNSE) or equivalent.
- Experience leading or contributing to enterprise network architecture, standards development and technical governance activities.
- Experience supporting network segmentation, Zero Trust, network access control or secure access initiatives.
- Experience operating large-scale multi-campus, research or higher education network environments.
- Familiarity with AARNET, research networking and high-capacity connectivity services.
- Exposure to cloud networking, network automation, observability and modern network management practices.

KEY RELATIONSHIPS

This position reports to: Director IT Operations

This position supervises:

- None

Key internal relationships:

- Network and Infrastructure teams
- Cyber Security Engineering
- IT Operations and Platform Services

- Project delivery teams

Key external relationships:

- Network and security vendors
- Managed service providers

CHALLENGES

- Supporting network performance and reliability across a complex, multi-campus environment
- Managing competing priorities across BAU operations, incidents, and project delivery
- Maintaining consistency across a multi-vendor network ecosystem
- Supporting delivery of a complex, multi-workstream network segmentation and security uplift program
- Balancing project activities with ongoing service stability

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Chief People Officer

Date: 28 August 2026