

ARPC Position Description

Role title:	Manager Cloud Operations (MCO)		
Function:	Information Technology	Classification broadband:	EL1
Location:	Sydney	Security clearance:	Baseline
Role reports to (role title):	Director of Technology and Data Engineering		
Direct reports (role titles):	EL1/EL2 may supervise a professional level team member for work instruction		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of this role is to support ARPC's Cloud Information Technology (IT) infrastructure, network, and operations by developing and maintaining effective build, deployment, monitoring, reporting, security and life cycle management solutions of ARPC's hosted environments.

Key accountabilities (Key activities, tasks, and outcomes to be achieved)

- Role model ARPC's Values, Code of Conduct and Capabilities as set out in ARPC's Capability Framework

Cloud operations

- Ensure ARPC cloud services and infrastructure are operational and effectively maintained by carrying out necessary routine tasks
- In depth knowledge and enterprise level experience for the design, implementation, configuration, documentation, management, and support over Microsoft Azure Cloud Services
- Optimize Azure cloud performance and capacity – ensuring that the cloud consumption is managed and optimised. Monitoring the operational costs within the budget
- Maintain licensing compliance for all products and services
- Implement and test disaster recovery, backup and recovery as part of procedures that meet ARPC SLAs
- Administer M365 & Azure back up within RTO and RPO commitments
- Identify and implement steps to streamline processes using automation to enhance productivity within the IT team
- To remain focussed on maintaining ARPC's security posture at high standards by ensuring applications, infrastructure, and network are well architected and supported by robust processes which positively contributes to end-user productivity & experience
- Ensure new system design is carried out using "secure by design" principles
- Participate in ARPC corporate projects as and when opportunities arise
- Reviewing designs and supporting project teams to modernise and optimise workloads.

Network, firewall, and infrastructure

- Deep knowledge of cloud networking & security, DNS, DHCP and Group Policy
- Maintain security and integrity of the network at all physical office locations and Azure cloud
- Delivering infrastructure projects based on IT strategy

Reporting

- Prepare reports for key stakeholders (including the Senior Executive Team) which provide visibility and assurance regarding ARPC's key IT operational metrics, and enhancement opportunities

Working relationships (key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Build and maintain strong relationships within:

- **Internal** relations with/across
 - ARPC by working closely with the business and the information security team.
- **External** relationships with
 - Media, vendors, SCO provider and other relevant partners

Person specification

Qualifications and experience

Qualifications (indicate whether mandatory or desired)

- Tertiary qualification in Information technology - *Mandatory*
- or

- Relevant intermediate/advanced cloud certifications - *Mandatory*

Experience (minimum type and level of experience required to perform the role)

- Experience in standard Security Frameworks (ISO, ISM, PSPF etc) - *Desired*
- Knowledge of insurance, reinsurance banking or financial service - *Desired*

Key legislative / regulatory role responsibilities

Public Interest Disclosure Act 2013 (PID Act)

- ARPC staff must assist the ARPC CEO (or delegate) and/ or the Commonwealth Ombudsman in the conduct of a PID investigation.

Privacy Act 1988

- ARPC staff must adhere to the Australian Privacy Principles and the ARPC Privacy Policy and report any privacy breaches by any employee or contractor to the Privacy Officer / or Privacy Champion, as soon as they become aware of them.

Freedom of Information Act 1982 (FOI Act)

- ARPC staff are responsible for notifying and supporting the Information Public Scheme (IPS) Team to ensure published website Information is accurate, up-to-date and complete.
- ARPC 'owners' of website content are required to review content on their page(s) at least annually.

Work Health & Safety Act 2011 (WHS Act)

- All workers, including senior managers and executives, have duties under WHS Act.
- These duties include taking reasonable care for our own psychological and physical health and safety and that your actions or omissions do not adversely affect the health and safety of other persons.

Technical capabilities (skills, knowledge, technical or specialist capabilities)

- Developing technology management knowledge coupled with energy and passion for the information technology profession
- Knowledge and hands-on experience in managing various Azure services, including but not limited to – Azure AD, Microsoft Defender for Cloud Apps, Web Application Firewall (WAF), Microsoft Sentinel, App Services, SQL Databases, Virtual Machines, Exchange, Microsoft Intune, Windows Autopilot, Power BI and M365 product suite
- Excellent Azure cloud engineering skills with good understanding of IaaS, PaaS, SaaS, and Serverless Computing
- A self-starter with minimal supervision who can work across a diverse range of problems, contexts and at times changing priorities
- Ability to work as part of a team and autonomously, as a subject matter expert
- Analyses, designs, plans, executes, and evaluates work to time, cost and quality targets
- Makes decision which impact the success of assigned work, i.e., results, deadlines, and budget
- Strong customer service focus
- Ability to build strong relationships with various stakeholders
- Well-developed written and verbal communication skills
- Well-developed analytical skills with the ability to derive simple insights from complex data
- Excellent interpersonal skills with the ability to effectively negotiate and influence
- Sound analytical and problem-solving skills
- Good time management and communication skills
- Ability to manage multiple problems at once and prioritise issues
- Well-developed commercial acumen
- Astute attention to detail
- Courteous assertiveness

Authorities	Limits/ type
Financial delegations:	As per ARPC Delegations Policy

HR delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI) and Declared Cyclone Event (DCE):	As per ARPC Event Response Policy

Additional requirements

ARPC Values			
• Integrity	• Respect	• Service	• Wellbeing

ARPC Capabilities (Integrated Leadership System)	
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.	
• Shapes strategic thinking • Achieves results • Supports/cultivates productive working relationships • Exemplifies personal drive and integrity • Communicates with influence	

Endorsed by: <i>(Name & position)</i>	Andrew Mitchell, Interim Director of Technology and Data Engineering	Date:	September 2026
SES Approval:	Victoria Simpson, Chief Operating Officer	Date:	September 2026