Position Description – Technical Operations Manager

POSITION DETAILS

Department / Team: Support Services	**Reports to (title):** Director Support Services
# Direct Reports: 3	**# Indirect Reports:** 0
Location: Brisbane	**Salary Banding**: AO8

THE CROSS RIVER RAIL PROJECT

The Cross River Rail Delivery Authority is building a new 10.2km rail line that includes 5.9km of twin tunnels running under the Brisbane River and CBD; with four new underground stations at Boggo Road, Woolloongabba, Albert Street and Roma Street.

Once complete, it will provide trains with a much-needed alternative rail path through the core of the current SEQ Rail network, unlocking a bottleneck and allowing more trains to run more often across the whole of South East Queensland.

The Cross River Rail Delivery Authority is also delivering multiple supporting projects and activities in conjunction with Department of Transport and Main Road. These include accessibility rebuilds for eight surface stations, construction of three new stations on the Gold Coast; upgrades for stabling yards; track works and surface rail enhancements; and the introduction of a new ETCS digital signalling system.

Further Information: www.crossriverrail.qld.gov.au

OUR VALUES AND BEHAVIOURS

WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other.

WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks.

WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project, learn improve.

ROLE OVERVIEW

The Technical Operations Manager is accountable for the end-to-end performance, resilience, and continuous improvement of CRRDA's technical operations function, ensuring the effective and reliable operation of the organisation's technical infrastructure and services in alignment with strategic objectives. Reporting to the Director Support Services, the role provides operational leadership and delegated authority for day to day technical decision making, enabling the delivery of high-quality services and infrastructure reliability.

The role leads a team of system engineers and technical specialists, balancing business expectations within available resources and driving performance, responsiveness, and service quality in line with the Cross River Rail culture and values. While the position is primarily focused on leadership and oversight, the Technical Operations Manager may, where required, directly engage in complex technical matters to provide assurance, resolve high risk issues, or support the team during critical incidents.

Working closely with the Director Support Services, the Technical Operations Manager contributes to the development and execution of strategic ICT plans by identifying, recommending, and implementing cost-effective technical solutions. The role defines and enforces operational policies, procedures, and best practices to ensure the ongoing reliability, security, and compliance across CRRDA's technical environments.

The Technical Operations Manager has primary accountability for business-as-usual technical operations, including incident response, capacity planning, and change implementation, while providing clear technical direction and leadership to ensure systems are secure, reliable, and continuously improved.

KEY RESPONSIBILITIES

- Lead and manage the team of cloud engineers and technical specialists in the support of CRRDA's hybrid environments which incorporate on-premises and cloud hosted infrastructure solutions with Microsoft Azure platform.
- Direct and coordinate the work of cloud engineers and technical specialists to design, implement, and maintain secure, reliable and scalable cloud infrastructure solutions across Azure, ensuring alignment with corporate architecture standards.
- Exercise delegated authority for technical operational decisions, risk acceptance within defined tolerances, and prioritisation of resources across technical operations, in alignment with organisational strategy.
- Ensure service availability, incident resolution, and SLA performance targets are met
- Manage vendor relationships for operational delivery, including service providers and hosting partners
- Oversee capacity planning, backups, and disaster recovery testing
- Implement and enforce operational compliance with security, audit, and governance requirements
- Manage the change process for infrastructure, applications, and system upgrades
- Own and present technical operations performance, risk posture, and improvement initiatives to the Director Support Services and executive stakeholders
- Maintain and update operational runbooks, standard operation procedures, and technical documentation
- Drive continuous improvement through automation, monitoring, and efficiency initiatives
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans

KEY COMPETENCIES

- Minimum 5 years technical operations experience within corporate enterprise environment.
- Demonstrated ability to lead a complex technical operations function, balancing strategic objectives, operational risk, workforce capability, and service delivery outcomes under broad direction.
- Proven experience in a Senior or leadership role in an ICT team including training and mentoring of staff.
- Proven experience with incident, change, and problem management frameworks (e.g., ITIL).
- Knowledge of security, compliance, and disaster recovery practices in hybrid/cloud environments.
- Excellent communication skills and the ability to report effectively with executives and stakeholders.
- Experience in agile work methodologies is well-regarded.
- Relevant tertiary and or professional qualifications in ICT or related discipline.