

Position description

Position title:	Manager, Technical Operations
Employer:	Baker Heart and Diabetes Institute
Department:	Infrastructure and Facilities Management
Supervisor/Manager:	Chief Facilities Officer
Date:	Aug 2023

Background

The Baker Heart and Diabetes Institute is an independent, internationally renowned medical research facility focused on cardiovascular disease (including stroke and hypertension), diabetes and their complications, such as kidney disease. We have a long and distinguished history, spanning more than 97 years with our work critical to today's healthcare challenges.

The Baker Institute is well positioned to address these challenges, with multidisciplinary teams comprising medical specialists, scientists, and public health experts all focused on translating laboratory findings into new approaches to prevention, treatment and care.

Headquartered in Melbourne, with research teams based in both Melbourne and Alice Springs, we are a key player in research, translation, education, advocacy and health promotion with a staff of more than 450 (including scientists, clinicians and students). Our senior staff represent us on a broad range of government advisory boards, from health and wellbeing to science and innovation. We also collaborate with leading international research groups as part of our commitment to assisting vulnerable communities around the world.

The Baker Institute is funded through diverse sources including competitive grants, Federal and State Governments, service and clinical income, and philanthropic support.

Team

The Infrastructure and Facilities Management team provides building and infrastructure support to the Baker Institute (Melbourne and Alice Springs), the Alfred Research Alliance precinct partners including Monash University, Burnet Institute, Alfred Health, and AMREP AS, and its tenants Exopharm, Nucleus Network, Northwest and 360 Biolabs.

Nature of environment

The Baker Institute has a project-oriented environment, encompassing a local and multi-site (including interstate) organisational structure. The staff comprises mainly research, scientific and specialist clinical personnel engaged in the capacity of permanent, grant-specific and casual employment. The atmosphere is collegial, usually relaxed, and informal though busy and often dynamic with frequent deadlines that must be met. The environment is often demanding and challenging with a strong team orientation, but it also provides the opportunity to work independently and show initiative. The nature of the work also requires a focus on accuracy and detail.

The position of Manager, Technical Operations requirements include interaction with teams across the Institute and the Alfred Research Alliance, working within tight schedules and being deadline-driven, as well the capacity to work well in a team environment.

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Travel requirements

Travel to other Baker Institute sites in other states may be required.

Key job requirements, responsibilities, and duties

Key job requirements include but are not limited to the following:

- Extensive experience in designing, developing, implementing, and commissioning electrical and instrumentation systems, with a focus on control system design, security systems, and process control systems.
- Strong expertise in managing service contracts and ensuring compliance with terms and conditions. Ability to develop the scope of services, draft bids, and evaluate contracted work for adherence to agreements.
- Proven leadership skills to lead EPC contractors, vendors, and consultants in various stages of projects, such as Front End Engineering Design (FEED), project development, and design review.
- In-depth knowledge of programming and commissioning requirements for PLC, DDC, SCADA, BMS, and HMI systems. Experience in conducting inspections, technical reviews, CHAZOP assessments, workshops and collaborating with stakeholders to ensure system reliability and successful handover.
- Ability to support the creation, review, and approval of critical environment procedures, maintaining high standards of safety and operational requirements.
- Strong project management skills to manage multiple contractors and subcontractors during detailed design commissioning and workshops, aligning with project schedules.
- Experience in conducting Factory Acceptance Test (FAT) and Site Acceptance Test (SAT) for control systems and package units.
- Expertise in conducting assessments of the economical useful life of buildings and assets. Proficient in developing strategies and plans for asset renewal and replacement, considering life-cycle costs and maximising the value of assets throughout their life span.
- Ability to review and provide input on engineering designs related to facility projects, ensuring compliance with operational requirements and accreditation standards.
- Thorough understanding of safety requirements and collaboration with engineering and maintenance teams to minimise critical equipment downtime and maintain system reliability.
- Expertise in developing standard procedures for CMMS/CAFM coding and integration with BMS/BIM for efficient equipment maintenance and asset management.
- Strong problem-solving skills to handle technical issues, RFITs, and Design Change Requests while coordinating with customers, consultants, contractors, vendors, and OEMs.
- Experience in financial management and budgeting for infrastructure projects, producing relevant site-related financial and statistical reports.
- Ability to establish operational and performance benchmarks, conduct analysis, and prepare comprehensive reports related to critical facility operations.
- Proven leadership capabilities, providing guidance, coaching, and support to ensure best practices in selection, training, assessment, recognition/reward, and performance management systems.

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- Strategic mindset to develop and implement long-term objectives, focusing on cost-saving opportunities and maintaining high levels of client satisfaction.

Other duties

- Participate in emergency management responses and drills as necessary.
- Abide by the policies and procedures of each A+ partner while on or about their property and model appropriate behaviours concerning health and safety, equal opportunity and discrimination, and privacy matters.

This role may be directed to perform other duties as directed by the manager/supervisor occasionally. It is a condition of employment that this role complies with any such reasonable requirement.

Meet statutory requirements of the Institute.

Employees of the Baker Institute must comply with and maintain up-to-date and accurate knowledge in the:

- OHS legislation
- EEO legislation
- Privacy legislation
- Confidential Information Policy
- Baker Heart and Diabetes Institute Code of Conduct
- Baker Heart and Diabetes Institute Values
- Australian Code for the Responsible Conduct of Research
- Baker Heart and Diabetes Institute Intellectual Property Agreement.

Requirements of the position holder

Education level and experience

- Bachelor's degree educated in Electrical Engineering, Instrumentation, or a related field.
- A degree and master's in a business-related discipline (MBA) will be an added advantage.
- Minimum of ten years experience in an engineering role.
- Project Management (PMP) and Sustainability certification (LEED) preferred.
- A current Victorian driver's license.
- Membership in professional associations preferred.

Skills/Competencies

- project management
- E&I testing and commissioning
- internet of things (IoT)
- risk management

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- asset management
- negotiation skills.

Communication/interpersonal skills

- Demonstrated capability to manage and streamline multiple priorities and stakeholders.
- Excellent oral and written communication skills.
- Demonstrated ability to participate positively in a team.

Knowledge

- Broad knowledge of Technical Services, in particular electrical and instrumentation issues.
- Good understanding of legislative requirements about Essential Services legislation and Australian Standards.
- Excellent interpersonal skills ensure effective and courteous interaction with colleagues, contractors, visitors, and scientists.
- Computer skills (Word, e-mail, and strong Excel). Working understanding of BMS system.
- Ability to manage time and prioritise tasks.
- Demonstrated commitment to customer service and willingness to obtain additional qualifications.

Abilities

- Demonstrated ability to meet deadlines without compromising close attention to detail and accuracy.
- Proven ability to work as a member of a team as well as autonomously without close supervision.
- Demonstrated ability and willingness to take the initiative and to improve and enhance existing systems and procedures (quality assurance).
- Demonstrated ability to maintain confidentiality and comply with privacy requirements.

Summary of position

This is a position for a Manager, Technical Operations. The ideal candidate will possess a strong background in designing, developing, and implementing electrical and instrumentation systems, with expertise in control system design, security systems, and process control systems. They should have a proven track record in managing service contracts, leading EPC contractors and consultants, and ensuring compliance with agreements. Additionally, the candidate should excel in programming and commissioning PLC, DDC, SCADA, BMS, and HMI systems, and be well-versed in conducting inspections, technical reviews, CHAZOP assessments, and workshops to ensure reliable system performance and successful handover. A deep understanding of safety requirements and a history of effective collaboration with engineering and maintenance teams to maintain high system reliability are crucial. The candidate must also be adept at developing strategies for asset renewal and replacement, considering life-cycle costs and maximising asset value. Strong project

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management abilities, financial acumen, and an unwavering focus on client satisfaction are essential traits for successfully leading and delivering critical infrastructure projects.

This position description provides an overall view of the incumbent's role as of this statement's date. In addition to this document, the specifics of the incumbent's role will be described in Key Performance Indicators (KPIs) developed by the incumbent and relevant supervisor as part of the Baker Institute's performance appraisal and development process.

As the Baker Institute evolves to meet its changing strategic and operational needs and objectives, so will the roles required of its staff members. As such, staff should be aware that this document is not intended to represent the position which the occupant will perform in perpetuity.

This position description is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in Key Performance Indicators (KPIs) developed by the incumbent and relevant supervisor as part of the Baker Institute's performance appraisal and development process.

The Baker Institute is an Equal Opportunity Employer and we encourage interest from Aboriginal and Torres Strait Islanders and members of the LGBTIQ+ community for roles within the Institute. We value diversity, inclusivity, gender equity and we promote family-friendly practices. We are a proud recipient of an inaugural Athena SWAN Bronze Award from Science in Australia Gender Equity (SAGE).