WWF-AUSTRALIA

Position Description

Core Technology Infrastructure Specialist

Department | Team	Operations | Core Technology Infrastructure	**Reports To**	Senior Core Technology Infrastructure Lead
Direct Reports	Nil	**Location**	Sydney
Employment Type	Fixed-term full-time contract (2 years),	**Job Architecture Level**	B
Role Type	Individual contributor	**Requirement**	Eligibility to work in Australia
On-Call	Availability to be on call 24 hours, upon request from the business. An on-call allowance applies.		

About WWF-Australia

WWF-Australia is part of the WWF network, the world's leading independent conservation organisation. We're here to stop the decline of the planet's natural environment and to build a future where people and nature thrive together.

Position Purpose

The Core Technology Infrastructure Specialist is a key enabler of WWF-Australia's strategy and model NGO of the future transformation journey. This hands-on, on-the-tools role in the Core Technology Infrastructure function operates, secures and optimises the technology our people rely on, across cloud and on-premise infrastructure, Microsoft 365, endpoints, networking, cybersecurity and systems integration, while applying commercial awareness to the use of pay-as-you-go cloud services.

The role brings flexibility and adaptability, looking across the IT landscape to find problems and solve them. It applies a solutions architecture lens to optimise core infrastructure, evaluates every solution from a security perspective, and builds automation and AI solutions that help create the model NGO of the future. This is not a narrowly defined infrastructure or helpdesk position; it suits a versatile technologist with strong Microsoft and cloud capability who has a growth mindset and is ready to embrace change.

At Job Architecture Level B, the role:

- Generates deep technical expertise and delivers projects, initiatives, or workstreams (including teams).
- Applies advanced technical or specialist expertise to deliver outputs aligned to strategic priorities.

Key Accountabilities

Job Architecture Level B accountabilities

These accountabilities follow WWF-Australia's Job Architecture Level B framework, with the role-specific responsibilities for this position summarised under each.

- **Aligns with strategy:** Understands the rationale behind decisions; applies specialist knowledge and sound judgement to solve problems aligned to strategic priorities.
  - Supports WWF-Australia's transformation journey and strategy, helping build the NGO of the future through modern cloud, workplace and automation technologies.
  - Commercial awareness: Applies commercial awareness when making technology decisions, considering cost, and value for money.

- **Delivers impact with accountability:** Monitors progress; applies advanced technical knowledge; adapts plans; accepts responsibility for outcomes and escalates risks transparently; delivers strategy-aligned operational outcomes.

    - Works hands-on, on the tools, across Azure, hybrid and on-premises infrastructure, VMware, Microsoft 365 Administration, Entra ID, Intune, SharePoint Administration, Google Workspace Administration & GCP owning problems and project work through to resolution.
- **Connects & collaborates:** Shares information proactively; acts on feedback; respects diverse views and builds effective working relationships.
    - Works across teams, technology domains, vendors, managed service providers and partners to resolve issues and support change.
- **Practices Inclusive Conservation for all our Teams:** Applies inclusive practices; values diverse knowledge; engages equitably with all.
- **Models WWF-A values:** Takes responsibility for work quality and professional conduct; actively seeks development opportunities and maintains ethical standards.
    - Brings flexibility and agility to shifting priorities, takes ownership of unfamiliar challenges and keeps capability current as cloud, security and AI technologies evolve.
- **Communicates with clarity:** Structures messages clearly; listens actively; adjusts tone for audience; presents technical data with clarity.
    - Maintains clear technical documentation and shares knowledge with colleagues.
- **Harnesses digital & data:** Uses data sources supporting AI agents and automation effectively, maintaining appropriate access controls, data governance, accuracy, integrity and privacy compliance.
    - **Automation and AI:** Designs and builds automation and AI solutions, including AI agents, AIOps and scripting, to reduce manual work and help create the model NGO of the future.
- **Drives innovation:** Suggests process improvements and innovative solutions; supports change initiatives and applies a continuous improvement mindset.
    - Proactively identifies improvement opportunities across the IT landscape and works with teams across the organisation to understand business problems and desired outcomes. Evaluates practical technology options and develops business cases outlining expected benefits, costs and risks to support approval and prioritisation.
    - Applies a solutions architecture lens to core technology infrastructure, optimising design, performance and cost.
- **Security First Mindset:** Embeds security into every technology solution from the ground up, making it an integral part of design, technology selection, implementation and ongoing operation rather than an afterthought.
- **Upholds standards & manages risk:** Monitors compliance requirements; identifies and escalates risks; applies risk controls consistently.
    - Evaluates every change and solution through a security lens, aligning with WWF-Australia's security requirements and NIST CSF 2.0, and maintains controls including vulnerability, access and lifecycle management and third-party risk assessments.

Job Challenges

- Balancing reliable, secure operations with transformation and project delivery while managing adhoc BAU.
- Solving complex problems across infrastructure, identity, applications, security and cloud in a mixed environment that is still in transition.
- Keeping capability current as cloud, cybersecurity, AI and workplace technologies evolve.
- Dynamic re-prioritisation as business needs change in a fast-paced external environment

Decision-Making & Accountability

The role makes day-to-day technical decisions within its specialist area, such as how to troubleshoot, configure, secure and automate systems within agreed standards. Changes to scope, tools, vendors or spend are recommended for approval, and security incidents or risks beyond agreed tolerances are escalated to the line manager. The role holds no financial or people delegations.

Key Relationships

- **Internal:** IT Operations and Teams across the WWF integral to WWF-Australia's core technology infrastructure.
- **External:** Technology vendors, managed service providers, professional/consulting organisations, implementation partners and WWF Global Network.

Growth & Development Focus

As part of WWF-Australia's Job Architecture, this role has development support available in the following areas:

- **Technical capability and delivery:** Strengthening technical expertise, problem-solving and data analysis, emerging digital tools, and prioritisation and delivery management.
- **Collaboration and communication:** Building stakeholder engagement, giving and receiving feedback, structured communication for different audiences, and inclusive conservation practice with diverse communities.
- **Judgement and risk:** Building confidence in decision-making within the strategic context, and developing risk assessment and compliance capability.
- **Innovation and change:** Developing creative thinking and change management fundamentals and actively pursuing professional development opportunities.

Selection Criteria

- **Commercial mindset:** Demonstrated commercial mindset in managing pay-as-you-go cloud and technology services, including monitoring consumption, optimising costs and applying FinOps principles to deliver value for money.
- **Microsoft experience:** Strong hands-on experience across the Microsoft technology stack, including but not limited to Microsoft Azure Administration, Microsoft 365 Administration, Entra ID, SharePoint Administration, Power Automate and PowerApps. Hands-on experience with mobile device management (MDM) using Microsoft Intune is essential.
- **Infrastructure transformation and Migration:** Hands-on experience delivering data centre transformation or infrastructure migrations across on-premises, virtualised (VMware) and cloud environments, covering workload and dependency assessment, migration sequencing, secure target implementation, testing, cutover, rollback and post-migration validation to minimise service disruption. Skilled in vendor and stakeholder coordination and documenting handover to ongoing support.
- **Solutions architecture and cloud:** Ability to apply a solutions architecture lens to optimise infrastructure, with cloud engineering principles that transfer across Azure, GCP and AWS.
- **AI and Automation:** Practical experience building automation and AI solutions to solve real problems, with a growth mindset and enthusiasm for helping others embrace AI. Designs, builds and administers automation and AI solutions, including AI agents, using technologies including but not limited to Microsoft Copilot, Copilot Studio, CoWork, Power Automate and Claude. Applies these technologies alongside AIOps and scripting to reduce manual work and help create a future-fit organisation.
- **Hands-on infrastructure:** Windows and Linux administration, VMware Administration, core networking (TCP/IP, DNS, DHCP, routing, VPNs, firewalls) and PowerShell or Shell scripting.
- **Security lens:** Hands-on experience assessing security risks in technology solutions and changes, implementing and maintaining technical security controls, managing vulnerabilities and access, and conducting technology lifecycle reviews and third-party risk assessments.
- **Agility and problem-solving:** Flexibility and agility to find and solve problems across the IT landscape, including systems integration (APIs, SSO, federation) and complex troubleshooting.
- **Change and collaboration:** Experience supporting transformation and change, with strong communication and vendor-management skills.