

# Head of Infrastructure and Operations

## About Us

Xinja is building Australia's first 100% digital bank designed entirely for mobile. We are building a bank with our customers and designed in their interests. Neobanking will disrupt the existing banking model and create a whole new generation of experiences.

Developing the first neobank in the country is an exciting and challenging task. Our ethos is based on a win-win with our customers; if they do well, so do we. We believe it's time Australians had access to the kind of technology that just allows them to get a lot more out of their money, with less angst.

We extend that attitude to our people and our partners. We look after our staff, and trust them with significant responsibility, but support them well. This is a great opportunity to be part of building a great company, and a fabulous brand, AND learn heaps along the way.

## Our 10 golden rules

To be successful at Xinja you are going to need to be happy working with our 10 golden rules

1. No dickheads... however good they may be. No dress code. No power trips because of a hierarchy. Intellect and implementation is all that matters.
2. Everything is in the cloud.
3. We use real time data to evaluate our business and we reward staff on a quarterly basis with an entirely discretionary bonus. No one gets a bonus if our investors aren't making money and our customers aren't happy.
4. We are here to make money, that's why we exist, and we don't screw people over to do it. We don't lie to our clients in person or in marketing. We don't engage in immoral lending, if our grandmother would think it was wrong, then it is. We aim to make lots of money ethically and we are proud of it.
5. No one is entitled to work at Xinja. It a huge honour to represent people's hopes of a new bank and we earn that honour every day.
6. We look after our people bloody well. We stand by them if they are in genuine need.
7. We are truthful and direct with each other. Everyone says what they think in a robust, challenging, edgy environment. That means we won't be the right place for everyone to work, and that's ok.

8. We only hire people better than us. We never, ever settle because we need a body. We do psychometric testing to get the best people, every time.
9. About half our team, executive and board will be female, if they aren't we aren't recruiting the best people. We actively seek all types of diversity combined with brilliance.
10. If you discriminate against someone because of who they love/sleep with, you're a dickhead...please see rule 1.

## The Role

As the Head of IT Infrastructure and Operations, you will be responsible for the effective and efficient delivery of all third-party and internally managed IT infrastructure used to support business process and services at Xinja.

Xinja is a start-up, therefore any role can be very broad and you need to be happy and willing to work in a variety of disciplines and should expect to get stuck in and lead by example – this is a hands-on role!

To be successful in this strategic role you must have solid technical infrastructure experience, strong project management and vendor management skills, and a superior, service-oriented approach to infrastructure operations. You will be responsible for operational and service management processes to ensure Xinja achieves our quality, efficiency and agility goals.

## Responsibilities

- Sets the mission and vision of the Infrastructure and Operations organization to foster a business-oriented culture and mindset driven by continual service improvement techniques.
- Leads the development of the service strategy and technical roadmap, and ensures its integration with the overall IT and enterprise strategic plans.
- Works with the senior leadership team on the service portfolio and governance required to prioritize resources, including budget.
- Acts as a trusted advisor, and builds and maintains relationships to develop a clear understanding of business needs. Ensures cost-effective delivery of IT services to meet those needs, and is able to respond with the agility required to address changing business priorities.
- Defines, develops and manages a comprehensive and integrated ITSM landscape, based on best-practice processes, disciplines and related toolsets.
- Operates a formal governance mechanism to ensure that services can continue to be delivered in line with the agreed-on business outcomes.
- Leverages influencing and negotiation skills to enable cost-effective and innovative shared solutions in the achievement of business goals.
- Participates in the assessment of technology capabilities required to achieve desired competitive positioning.

- Maintains currency on new technologies and platforms — including artificial intelligence (AI) and edge computing — and provides direction on what emerging technologies should be assimilated, integrated and introduced in Xinja.
- Provides strategic direction and oversight for the design, development, operation and support of IT systems that fulfill the needs of the business, including the full life cycle of technical architecture, infrastructure engineering, infrastructure operations and IT service support.
- Directs the development of Xinja's sourcing strategy and provides executive oversight for strategic vendor and partner relationship management.
- Requires an appropriate mix of business knowledge, technical skills and competencies that balance between growing the agility required to achieve digital business objectives and ensuring that the core IT functions are reliable, stable and efficient.
- Drives the adoption and commitment to continual service improvement.
- Adopt new techniques, practices and operating model as Xinja's maturity develops.
- Drives the development of enterprise technology standards, governance processes and performance metrics.

## Likely Experience and Skills

- Accredited Degree in Computer Science, Engineering, Mathematics or Business.
- Proven experience of leading teams.
- Demonstrated experience in strategic planning, organisation design and development.
- Practical experience in developing and implementing a high-performing ITSM and/or DevOps environment.
- Excellent analytical, strategic conceptual thinking, strategic planning and execution skills
- Experience in the financial services industry preferred,.
- Excellent verbal and written communication skills, including the ability to explain technical concepts to business leaders .
- A pragmatic and strategic approach to architecture and software delivery.
- Strong vendor and stakeholder management.