EMPLOYMENT INFORMATION KIT

INFRASTRUCTURE ARCHITECT

ABOUT THIS INFORMATION KIT

Thank you for your interest in employment with EastLink.

This Employment Information Kit provides you with the relevant information you need about this opportunity to help you decide whether to apply for this position.

Outlined in this document are details about EastLink, information about the recruitment department and position, the selection process and information on how to prepare your application.

You are encouraged to read this information carefully in order to develop an understanding of the requirements. You should assess yourself against the key selection criteria before deciding to apply for the position and prepare an application according to the guidelines outlined in this information kit.

RECRUITER CONTACT DETAILS

Telephone enquiries for this position can be directed to Robyn Morrison 03 9955 1774.

Unless otherwise stated, correspondence in relation to this position should be forwarded to:-

> Human Resources
> EastLink
> 2 Hillcrest Avenue
> (PO Box) 804
> Ringwood Victoria 3134

Candidate applications can be submitted via email in Microsoft Word or PDF format to recruitment@connecteast.com.au

Printed documents are not controlled

ABOUT EASTLINK

ConnectEast is the owner and operator of EastLink, Melbourne's second fully-electronic tollway and, since its opening in June 2008, already one of the busiest roads in Victoria.

EastLink comprises about 39km of freeway-standard road and connects the Eastern Freeway in Melbourne's east to the Frankston Freeway in the south. EastLink also includes the Ringwood Bypass and Dandenong Bypass as untolled additions to the state road network.

EastLink was delivered by ConnectEast under the Victorian Government's Partnerships Victoria framework with a construction cost of Au$2.5 billion.

The motorway saves drivers valuable time and provides the fast-growing eastern and southern regions of Melbourne with a more efficient and accessible transport network, as well as a 35km shared bicycle and walking path for local residents, wetlands and revegetation of open space areas and parkland.

Currently EastLink employs more than 150 people in a range of highly specialised operational and support roles across the organisation including:

- Asset and Road Management
- Information Technology
- Corporate Affairs
- Customer Service
- Finance

- Operations
- Legal
- Human Resources
- Marketing
- Risk, Safety and Internal Audit

With the lowest private tolls in Australia, EastLink is committed to providing Victorians in Melbourne's rapidly growing eastern and south-eastern suburbs with an affordable travel option, supported by high quality and friendly customer service.

OUR VALUES

We Care about our employees, colleagues, customers, the environment and the EastLink asset.

Safety is at the forefront of all of our decisions, we look after each other and everyone on EastLink.

We encourage **One Team** and share ideas across the organisation and with others and turn what we learn into smarter ways of working.

We deliver on our commitments and take **Accountability** for our own actions.

RECRUITMENT PRIVACY STATEMENT

EastLink is committed to protecting privacy and maintaining the confidentiality of personal information collected in the course of carrying out its functions in accordance with its obligations set out in the Concession Deed.

Consistent with EastLink's Privacy Policy, this statement outlines Human Resources policy for dealing with resumes and other personal information that may be disclosed to EastLink in relation to employment opportunities with the organisation.

During the recruitment and selection process EastLink collects a range of personal information such as resumes, academic transcripts and references. Further personal information may also be collected during the selection process including, but not limited to, telephone screening, telephone interviews, psychometric assessments, competency and skills assessment, health information, criminal history and reference checking.

This information will be treated in the strictest confidence and will only be used for the purpose of tracking an application's history, assessing a candidate's suitability for employment and eligibility for an appointment with the organisation and to improve EastLink's recruitment and selection processes through periodical analysis.

In performing its functions, Human Resources may also disclose the information provided by candidates to referees, recruitment agencies and other third parties who assist EastLink in the recruitment and selection process.

Human Resources may also disclose information provided by candidates internally for the purposes of consideration for other employment opportunities within EastLink. Candidates should advise EastLink if they do not wish to be considered for a position other than the position applied for.

Candidates will be sourced directly and through third party agencies. All candidates will have access to an Employment Information Kit or Position Brief and be provided information about the organisation's identity, values, employment policies, hiring department, role responsibilities, inherent requirements, behavioural competencies, selection processes and other important employment information.

The provision of personal information in the context of an employment application is voluntary, but where information is not provided or is insufficient or inaccurate, EastLink may be unable to fully process the application or properly consider the candidate's suitability or eligibility for employment.

Candidates may submit modified information or additional information for consideration in relation to their application up to the closing date, if any, for the advertised vacancy. If at any time a candidate's details change, the candidate may correct the information held by EastLink.

Information collected during the recruitment and selection process will be stored securely either in a confidential electronic file or in a locked cabinet. Hard copy information collected will be destroyed after three (3) months via a confidential waste paper disposal method.

The information provided by candidates who are subsequently successful in their application will form the basis of their employment records.

All queries in relation to employment applications should be directed to Human Resources on 9955 1700.
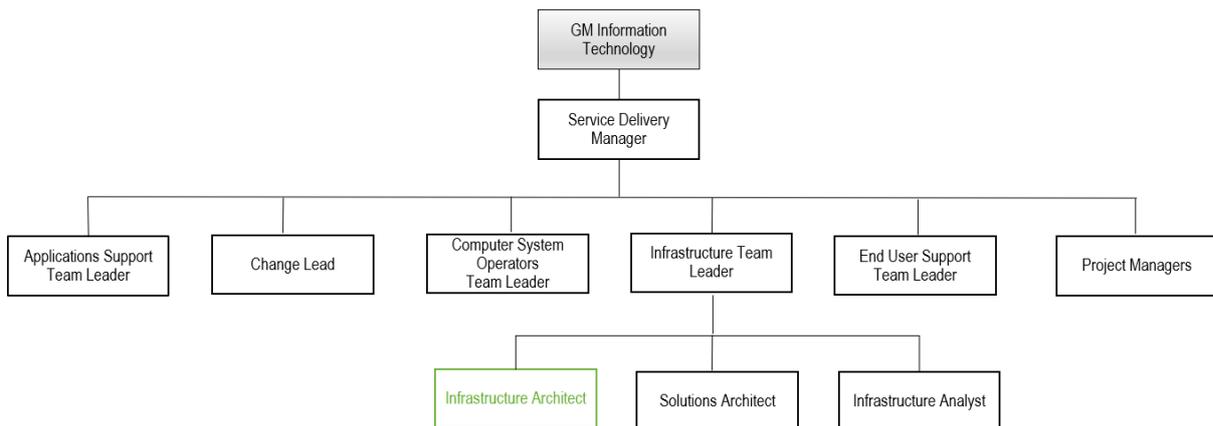
ABOUT THE POSITION

THE POSITION

The primary purpose of the Infrastructure Architect is to define and guide the strategic direction of ConnectEast's Information Technology (IT) infrastructure within corporate and tolling environments. This role ensures consistency across IT teams to ensure an integrated approach to infrastructure design, implementation and management. The Infrastructure Architect will be responsible for maximising vendor support and offerings, driving continuous improvement in disaster recovery planning and processes, and ensuring the infrastructure is resilient and scalable. By staying up to date with emerging technologies and trends in the IT and tolling environments, the Infrastructure Architect provides specialist advice on future technologies, including design, architectural review, and direction.

THE DEPARTMENT

The IT Team has a commitment to accountability, collaboration, and growth. It promotes open communication, purposeful planning, recognition, respectful behaviour, and team-building to create a supportive and engaging work culture.

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                          GM Information
                            Technology
                                |
                         Service Delivery
                             Manager
                                |
   _____
   |              |              |              |              |              |
Applications   Change Lead   Computer System  Infrastructure  End User      Project Managers
Support                      Operators        Team Leader     Support
Team Leader                  Team Leader                      Team Leader
                                            |
                             _____
                             |              |              |
                     Infrastructure   Solutions     Infrastructure
                        Architect      Architect       Analyst
```

ROLE RESPONSIBILITIES

Key tasks of the Infrastructure Architect role include, but are not limited to:

IT Infrastructure Consistency & Communication

- Communicate across all IT teams regarding IT infrastructure to ensure consistency.
- Stay up to date with the latest technology and trends in corporate and tolling systems/interfaces.

Collaboration & Vendor Management

- Collaborate closely with MSPs, software suppliers, interface partners, and third-party vendors to ensure optimum performance of infrastructure and satisfactory system operation.
- Maintain strong relationships with external vendors and service providers to ensure optimal performance of the ConnectEast telephony system.

Design, Improvement & Specialist Advice

- Offer design advice for new infrastructure and applications to ensure business requirements are met cost-effectively.
- Strive for improvements in the quality and type of solutions offered and seek continual improvements within the ConnectEast Information and Communications Technology (**ICT**) infrastructure and application systems, including making recommendations for user enhancements.
- Provide feedback and pursue enhancements in all aspects of the infrastructure environment.
- Provide specialist advice on future technology, including design, architectural review, and direction, to assist other teams in delivering ICT services.

Disaster Recovery & Business Continuity

- Participate in planning, designing, developing, implementing, and maintaining disaster recovery and business continuity plans for all critical systems.
- Participate in the Annual Emergency Situation.
- Ensure backup and emergency-related processes and procedures are implemented to minimise the potential for error or data loss.

Risk Management

- Alert Direct Line Manager to the presence of risks within the context of the IT systems and applications.
- In conjunction with the other staff, minimise the risk of incurring financial key performance indicator penalties through the early identification of issues and the implementation of corrective actions to mitigate risks of non-compliance.

Architecture Governance & Strategy

- Own and maintain infrastructure architecture standards, patterns, and reference architectures.
- Chair or contribute to architecture review forums to govern design decisions.
- Develop and maintain a multi-year infrastructure roadmap aligned to business strategy and tolling lifecycle needs.

IT/Operational Technology (OT) Convergence

- Provide technical support to the Alliance for aligning technology.
- Provide architectural leadership for IT/OT integration, particularly within tolling and roadside systems.
- Infrastructure designs should be developed to facilitate high availability and support critical operational systems.

Cloud & Financial Accountability

- Provide cloud cost optimisation and guidance across Azure/AWS environments.
- Work with finance and service delivery to ensure infrastructure designs meet budget and whole-of-life cost expectations.
- Support business cases and investment decisions with cost, risk, and scalability assessments.

Service Management & Lifecycle Ownership

- Ensure infrastructure designs align with Information Technology Information Library (ITIL) practices (incident, problem, change, capacity, availability).

- Own infrastructure lifecycle management, including technology currency, obsolescence, and decommissioning.
- Lead capacity planning to support growth and operational demand.

Automation & Modern Engineering Practices

- Promote and design infrastructure automation (e.g. Infrastructure-as-Code, standardised builds).
- Reduce operational risk through repeatable, documented, and automated deployments.

Security Architecture Ownership

- Define and govern security architecture controls in collaboration with cyber and MSPs.
- Ensure infrastructure designs comply with security frameworks, audits, and regulatory obligations.
- Participate in security incident post-incident reviews and resilience uplift initiatives.

KEY SELECTION CRITERIA

In addition to the behavioural competencies outlined in this document the key selection criteria is as follows:

FORMAL EDUCATION

- Bachelor's degree in information technology, computer science, software engineering or related discipline (mandatory).
- Accreditation with ITIL 4 and PRINCE 2 will be highly regarded.

WORK EXPERIENCE

- Demonstrated 5+ years' experience as an Infrastructure Architect within ICT support environments (mandatory).
- Equivalent industry (industry-relevant 10+ years) experience (desirable).
- Extensive experience with: Oracle, Microsoft SQL Server, RedHat Linux, Microsoft Windows virtual environment Hyper-V, Microsoft Azure/AWS cloud infrastructure, Palo Alto firewall, Microsoft Fabric/Power BI, Commvault and Networking technologies (Aruba, Cisco, etc.).
- Exposure to: Elasticsearch/Logstash/Kibana, Kubernetes, RedShield, Shareplex, Business Objects, Business Intelligence and Reporting Tools, Python, JavaScript, JBoss, Web Services.

CORE CAPABILITIES

- **Communication**: Communicates clearly and respectfully, listens and encourages input from others.
- **Documentation & Compliance:** Ensures accurate, accessible documentation and embeds compliance into everyday practices to support efficiency and informed decision-making.
- **Continuous Improvement:** Encourages and suggests new ideas and demonstrates a commitment to improving processes and services that support team objectives.
- **Planning, Prioritisation & Decision Making:** Plans and organises work in line with organisational goals and adjusts to changing priorities.
- **Project Management:** Manages time, resources and projects effectively and efficiently to achieve successful outcomes.

- **Teamwork & Collaboration:** Is respectful, inclusive, and supportive. Collaborates across teams and contributes to shared goals.
- **Attention to Detail:** Applies care and precision to work by reviewing information thoroughly, identifies errors or inconsistencies, and ensures tasks are completed to a high standard.
- **Self-Motivation:** Demonstrates initiative, takes ownership of work, and pursues ongoing learning with minimal supervision.
- **Resilience & Adaptability:** Remains calm under pressure, adapts to change, and manages stress effectively.

TECHNICAL CAPABILITIES

- **Stakeholder & Vendor Management:** Builds and maintains productive relationships with internal and external stakeholders to deliver IT outcomes and manage performance expectations.
- **Technical & Professional Knowledge:** Applies deep technical expertise and knowledge of tools, systems, and frameworks to support IT operations.
- **Innovation & Change Agility:** Drives and adapts to change by applying emerging technologies, agile thinking, and continuous improvement practices.
- **Risk Management:** Identifies, assesses, and mitigates risks across IT operations to ensure continuity and compliance.
- **IT Operations & Workflow Management:** Designs, manages, and improves workflows, processes, and service reliability in line with ITIL and business requirements.
- **Service & User Experience:** Delivers responsive, reliable, and user-centred IT services that meet the needs of internal and external customers.
- **Data Analysis:** Uses data to drive decision-making, improve performance, and deliver actionable insights across IT services.
- **IT Security:** Protects data and systems by implementing security frameworks, controls, and incident response protocols.
- **Systems & Network:** Manages and optimises infrastructure, ensuring high performance, scalability, and security for systems and networks across IT services.

LEADERSHIP CAPABILITIES

- **People Leadership:** Supports individuals and teams to perform at their best.
- **Commercial Leadership:** Makes informed decisions that balance cost, value, and risk to deliver business outcomes.
- **Culture & Engagement:** Fosters a positive, inclusive, and high-performing team environment aligned with values.
- **Strategic & Systems Thinking:** Thinks beyond the immediate task to connect systems, anticipates impacts, and shapes long-term outcomes.
- **Capability Enablement:** Uplift architectural maturity across internal teams and MSPs.

ON CALL

Due to the nature of ConnectEast's activities, this position may be required to respond to emergency calls outside normal business hours. These call outs may be due to urgent maintenance, safety or security related incidents, significantly affecting ConnectEast's operational capabilities.

INHERENT REQUIREMENTS

EastLink has identified the following inherent requirements that are essential for the effective and safe performance of this role.

PEOPLE

- Accessing, viewing and updating sensitive information which may relate to customers, employees and/or company intellectual property;
- Honest, trustworthy and high level of integrity;
- Interacting with colleagues and senior management from across the organisation;
- Interacting with suppliers and contractors providing a service to EastLink; and
- Working independently and also within a team.

WORK ENVIRONMENT

- Adjusting ergonomic equipment such as a computer and/or chair height which may be required due to sharing resources;
- Be eligible to hold a current security pass for EastLink workplaces;
- Working across multiple locations which requires travel between such locations;
- Working in a multi-storey building;
- Working in an open plan office;
- Working within an audited work environment, receiving regular performance related feedback; and
- Meeting reasonable occupational health and safety standards which are in direct compliance with relevant laws.

RESOURCE UTILISATION

- Using technology including photocopier, fax machine, etc;
- Using a telephone with handset or headset; and
- Using computer technology; including a large scale visual display unit, computer keyboard, mouse and/or scanner for extended periods of time.

PHYSICAL

- Ability to speak and be clearly understood on the telephone;
- Being seated at a desk for prolonged periods of time while operating technology;
- Concentrating for reasonably long periods of time;
- Extended reaching;
- Keyboarding tasks;
- Listening, retaining information and understanding what is said; and
- Undertaking tasks which are visually demanding or critical for long periods of time.

ELIGIBILITY TO APPLY

To be eligible for employment with EastLink, you must be an Australian citizen, an Australian permanent resident, a citizen of New Zealand who entered Australia on a current New Zealand passport or a non-Australian citizen holding a valid visa with work entitlements.

KEY SELECTION CRITERIA

Advertised vacancies often attract a number of very good quality candidates so it is in your best interest to prepare an application that will demonstrate to EastLink that you are able to satisfy the requirements of the role.

Before you begin your application it is important that you read this document carefully and decide whether your skills and abilities match the requirements of the position. If you require additional information to make this assessment it is recommended that you phone Human Resources for a confidential discussion.

You may also wish to research additional information which may be sourced from documents found on our Internet site – www.eastlink.com.au

The key selection criteria outlined in the advertisement and/or this document describes the essential areas against which EastLink will assess your employment application.

This is the most important part of your application as it is your opportunity to inform EastLink about your skills, abilities and experience. Under each key selection criterion you should outline your relevant skills and abilities and give relevant examples that demonstrate that you meet the requirement.

The information you provide against the key selection criteria will form the basis for short listing candidates for further consideration. It is important that you address each criterion thoroughly but succinctly and include only information that is relevant to the position.

SUBMITTING AN APPLICATION

Written applications are to be sent to the address nominated in the advertisement or this document. Your application must arrive before the advertised closing date to ensure consideration.

As outlined above, your application covering letter should contain statements addressing the selection criteria. In addition, a resume, which includes your personal particulars including day time contact details, employment history (list your most recent employment first), relevant qualifications and the names and contact details for at least three recent referees, including current manager or supervisor should also be provided.

Some things to remember:

- Be concise and organise your application
- Provide relevant examples when addressing the selection criteria
- Please don't include copies of qualifications or certificates (these can be obtained later)
- If forwarding your application by mail, please don't insert your application in folders, they are only discarded and disposed of prior to your application being considered

Please be advised that applications which do not include a covering letter addressing the selection criteria and a current resume will not be considered.

SELECTION ACTIVITIES

The selection process for this role consists of a number of important components all of which require success to be eligible for an appointment.

INITIAL SCREENING

The selection process begins with EastLink reviewing your resume and making an assessment of your skills, knowledge and abilities giving consideration to our education, experience and employment history and assessing their relevance to the requirements of the position. It is important, therefore, that your application addresses all aspects of the selection criteria as clearly as possible. Spelling and grammar are an important element to your application, so you should review your application carefully prior to sending.

TELEPHONE SCREENING

Human Resources may contact you by telephone to discuss your application and the position further. This is your opportunity to represent yourself, and to discuss why you have applied for the position. You will be able to talk about your expectations and find out more about the position and work environment.

INTERVIEW

Short listed candidates will be interviewed by a small selection panel at either EastLink's Ringwood Office. If you have any special requirements (eg. disabled parking, wheelchair access) please contact Human Resources so that appropriate arrangements can be made.

The selection panel will ask you a series of behaviour based interview questions related to the selection criteria. At the interview, the panel will be seeking to determine your relative strengths and weaknesses in relation to the position by asking you about specific examples or occasions when you have displayed the required competencies.

You will have the opportunity to ask questions, given the chance to demonstrate your interest in and understanding of the position and its duties. You should allow up to an hour and a half for an interview. It isn't necessary to bring anything with you to the interview.

Candidates short listed at this stage of the selection process may be required to attend a second round interview.

TECHNICAL SKILLS ASSESSMENT

Short listed candidates may be requested to complete technical competency assessment following the interview.

QUALIFICATIONS

If you list formal qualifications on your application, please note that you may be required to provide the original qualifications at any time during the selection process.

However, if you are the successful applicant, either on engagement, promotion or transfer, you will be required to provide the original qualifications prior to commencement in the position.

PRE-EMPLOYMENT CHECKS

EastLink is committed to providing a safe and healthy working environment for its employees, contractors and visitors. To achieve this, EastLink strives to ensure that employees are not required or permitted to undertake work for which they are not suited and to take appropriate measures to allow work to be done in a manner which will not put any person at risk to their health and safety.

To assist EastLink in achieving this objective, short listed candidates will be required to complete a pre-existing health declaration and must disclose any/all pre-existing injuries or diseases suffered, which, they reasonably believe could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by them undertaking this role.

Short listed candidates may be required to undergo a vision assessment by an Optometrist and a hearing assessment by an Audiologist prior to commencing employment. The cost of this consultation will be met by EastLink.

REFEREES

In accordance with EastLink policy a minimum of two (2) professional referees are required. This should include, where practicable, the most recent manager / supervisor who can be contacted to discuss the employment application.

ELIGIBILITY FOR APPOINTMENT

Candidates who complete the selection process and meet all the selection criteria will be eligible for appointment with EastLink. Where there are more eligible candidates than available positions, offers of employment will be extended to those candidates whose attributes are most closely aligned with the organisation's requirements.

Printed documents are not controlled

OTHER INFORMATION

POSITION STATUS

This position is offered on a Full-Time permanent basis.

REMUNERATION

The total remuneration, which includes superannuation, offered for this role will be negotiated with the employee.

COMMENCEMENT

The commencement date for these positions is immediate start.

PROOF OF ENTITLEMENT TO WORK

Upon commencement of employment with EastLink all new employees will be required to confirm their identity and present proof of entitlement to work in Australia. The following documents will be accepted:

- Australian birth certificate
- Australian citizenship certificate
- Certificate of evidence of citizenship
- Australian passport
- Valid visa with permission to work

PROBATION

All new employees of EastLink will be subject to a probationary period of six (6) months. Confirmation of continuing employment beyond the end of the probationary period will be provided before the expiry of the probationary period and will be contingent upon satisfactory performance, satisfactory behaviour and meeting any necessary security clearance or other specified employment pre-requisite requirements.

POLICE CHECK

Successful applicants shall be required to consent to, and satisfactorily complete, a criminal history check upon commencement of employment at no cost to the employee.

LOCATION

This role will be based at EastLink's Head Office in Ringwood.

HOURS OF WORK

Shift lengths will typically be 7.5 hours. However, the successful applicant may be expected to work hours as is reasonably necessary for the proper performance of their duties whether during or outside normal business hours.

TRAVEL

Travel expenses, as per EastLink policy will be reimbursed to employees requested to attend a location that is not their normal work location. The amount paid for motor vehicle expenses will be based on the Australian Taxation Office provided schedule and will be calculated on the additional distance they are required to travel over and above their normal travel between home and work.

WORK LIFE BALANCE

A number of initiatives have been introduced across the organisation which demonstrates our commitment to work life balance. These initiatives are underpinned by our values and behaviours and are embedded in policy and procedural arrangements.

EastLink is committed to conditions of employment that support employees to achieve a successful work life balance through diversity of choice with regards to work patterns and a range of leave arrangements to enact the *Time Better Spent* philosophy of a better balance of work, family and lifestyle commitments benefiting employees and the organisation.

Some of the arrangements that EastLink supports includes:

- Flexible Working Hours
- Part Time Work
- Job Share
- Internal Promotional Opportunities
- Time in Lieu
- 48/52 Leave

BENEFITS

EastLink also offer a range of benefits to enhance the employment experience of its people which include:

- Employee Tolls Reimbursement
- Fruit in the Workplace
- Health & Wellbeing Program including health assessments
- Employee Assistance Program
- Discount Employee Benefits
- Subsidised study fees
- Micro Market
- Free Coffee

SMOKE FREE WORKPLACE

The health dangers associated with active smoking are well known. EastLink also recognises that passive smoking may be hazardous to health and that non-smokers should be protected from the involuntary inhalation of second hand tobacco smoke.

EastLink is a smoke free environment and smoking on EastLink work premises is not permitted.