Title: Global Head of Infrastructure Technology & Client Services

The Company

Janus Henderson Investors is a leading independent global asset manager, dedicated to delivering the best outcomes for clients through a highly diversified range of actively-managed products.

We support our individual and institutional investors across a range of products, encompassing equities, fixed income, multi-asset and alternatives.

We are a team of independent and innovative thinkers who work tirelessly to help our clients achieve their goals – and we do it by fostering an energetic and collaborative culture that ensures our people love the place they work.

Janus Henderson is a truly global asset manager with US$378.1bn\(^1\) of assets under management. We have a diverse geographic footprint, employing over 2,000 staff in 27 office locations globally. Headquartered in London, we are dual-listed on the New York Stock Exchange and the Australian Securities Exchange.

\(^1\) Janus Henderson pro-forma AUM as at 30 September 2018

Overview of the Role

Act as regional lead to drive the evolution of the Infrastructure organization within Janus Henderson.

Align the infrastructure technology and client services organizations through trust and empowerment via a collaborative process to achieve common goals and shared consciousness. This role is a key leadership position within the Global Infrastructure organization and will be responsible for working with different parts of the enterprise to attain overall strategic alignment on service delivery. This role will be help fulfill our mission by bringing about your engineering and management experience to own and help our operational vision of end to end excellence through continuous improvement of the management, design, and function of our infrastructure environments to achieve speed of delivery, improved reliability, and enabling business agility.

Duties and Responsibilities
Data Center Services – Management and architecture planning of the compute and storage environments. Availability and integrity of Janus Henderson client data processing systems including core infrastructure applications

Architect data backup and business continuity plans/disaster recovery

Network Services – Intra / inter-Office and external network and connectivity configurations

Voice Services – Availability and capacity planning including vendor management.

Client Side Support Services – Oversight of designated Deskside and Client Technology support teams and provide best practice processes for internal and remote users

Remain current with technology advancements in order to proactively identify changes to systems and processes to meet new business requirements, reduce costs and improve infrastructure performance and security

Work with program management team to manage information technology infrastructure projects from inception to completion including regular status reporting, budgeting, technology testing and selection, contract management, implementation, service agreements, managing vendor relationships and invoice processing

Work with direct reports to implement projects, mitigate problems, and maintain the company’s IT infrastructure which spans globally in North America, Pan Asia, and EMEA in conjunction and collaboration with the Infrastructure leadership team, engineers, and IT technicians in each of the company’s remote offices

Effectively represent the IT Department to internal clients and to external vendors and business partners

In collaboration with peer infrastructure leaders and overall Global Head of IT Infrastructure and Architecture to develop, implement, and reinforce the compliance of effective policies, practices, and processes for all systems and technologies within the infrastructure portfolio

Stands up and leads cross-functional teams across IT to advance capabilities and support of our business areas

Guide teams through difficult challenges adopting, implementing and exercising incremental planning, practicing rituals and facilitating ceremonies implied with empirical and production methods

Continually reviews operational performance and employs continuous improvement opportunities

Understands current technologies and trends to determine appropriate solutions to meet business and technology needs and future plans

Provide senior leaders (both business and IT), stakeholders, and employees updates regarding progress, results, and feedback on projects and initiatives

Work in partnership with vendors to ensure current relationships are optimized to the maximum value and identify where future opportunities may exist

Managing budgets and plans to execute efficiently on the business objectives set forth

Head will have leadership, accountability and excellent team building and collaboration skills

Drive the prioritisation of business issues with systems support areas.
• Strong research and organizational skills, to produce professional written reports and or material for presentations
• Strong Microsoft Office skills, in particular Excel, Project, and Visio.
• Ability to communicate effectively to both technical and non-technical colleagues and to management, including formal presentations

Other Functions

• Implementation and team development planning for future services
• Incident, Problem and Change management and vulnerability remediation
• Play key role in strategy/roadmap of major initiatives—Office 365, Azure, MDM etc.
• Design and implement automation tasks for endpoint standardisation and ensuring stability and optimization of processing and server environments
• Embraces and employs the characteristics of leadership pipeline principles and expect the same of the leaders under their responsibility
• Leads and supports growth and professional development of employees for both current and future technology and cultural competencies
• Empowers infrastructure teams, removes impediments and fosters an inclusive team culture
• Assesses, identifies and implements improvements in IT to reduce barriers to progress our productivity
• Explores and assesses new and emerging technologies to advance the capabilities of the organization to support new and future investments.

Supervisory Responsibilities

• Supervises team members in duties and performance, providing feedback where necessary and reporting team strengths and weaknesses to management
• Supervises a global team which maintains regional differences and works to utilize that global presence to achieve work life balance
• Motivates, guides, and mentors team members to exceed goals and creates a positive environment
• Advises management in hiring and termination decisions when necessary
• Develops team members on company standards, customer service, and job duties
• Oversees work quality and verifies satisfactory meeting of company and regulation standards
• Works with peer leaders and senior management to set and evaluate projects, and overall goals
• Strictly adheres to deadlines by communicating expectations to team members, setting goals, motivating team members, and disciplining where necessary
• Connects with customers and develops strong relationships to encourage repeat visitation
• Creates an atmosphere centered on delivering superior customer service
• Maintains strong working knowledge of company products and services, and offers technical support and information to team members
• Audits and oversees strategic goals, employee development, and business development records and statistic

Technical Skills and Qualifications

• Strong knowledge in technical analysis of business processes, workflow and modeling
• Strong analytical skills required, including a thorough understanding of how to interpret customer business needs and translate them into technical and operational requirements
• Ability to analyse high-level requirements and translate these to overall detailed system-level design to be used for architectural design, cost / benefit analysis, and solution development
• Excellent communication skills, both written and verbal.
• Familiarity with financial instruments and various asset types desired (e.g. equities, bonds, options, swaps, etc.)
• Excellent communication, presentation, influencing, and reasoning skills, demonstrating the ability to communicate information technology concepts to non-technology personnel
• Experience analyzing existing systems environment to determine applicability, benefits, and drawbacks in support of new requirements
• Strong abstraction, organization and simplification skills
• Recognizes the importance of superior quality in providing a competitive edge
• Skilled at analyzing and mapping complex processes
• Knowledge of project management methodologies and facilitation techniques in order to lead efforts as necessary
• Experience working with various types of service vendors in the Asset Management industries
• Experience working in a matrix and/or outsourced environment
• Knowledge of the Asset Management industry and related computer applications and business procedures
• Strong interpersonal skills, with all levels of management, staff, outside vendors, contractors, and consultants
• Working knowledge of prevalent PC operating systems, networks, tools
• Significant experience in infrastructure technology or systems analysis
• Substantial experience evaluating infrastructure products and services
• Some experience in the Asset Management industry preferred
• Understanding of financial instruments
• Bachelor’s Degree or equivalent experience is required.

Ongoing competence in the role to be assessed by:
• Annual Performance Appraisal
• Completion of all assigned Compliance training