

POSITION DESCRIPTION

Position Title:	Manager Information Communications & Technology	Directorate:	Corporate Services
Position Number:		Department:	ICT
Employment Status:	Full Time, Fixed Term	Section:	ICT
Employment Type:	Contract	Location:	Council Chambers
Classification:	5 Year Contract position		
Reports to:	Director Corporate Services		

PRIMARY PURPOSE:

The Manager ICT is responsible for the safe and efficient operation of the IT Department, its staff, the Core Enterprise Solutions, strategic planning, project management, risk management, change management and ensuring professional support for all ICT related services across Council.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Manager Information Communications & Technology** reports to the **Director Corporate Services** for all strategic and management matters.
- The role is a key contributor to the Corporate Services team and will liaise with employees of Council.
- There are some direct reports and an organisation chart will be provided.

2. External:

- The role will liaise with external stakeholders such as suppliers, consultants and contractors to the City of Glenorchy.

KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
ICT Strategy & Development	<ul style="list-style-type: none"> • Develop ICT strategy, that identifies the future direction of the use of technology, including solutions and opportunities to improve the service delivery, business performance and cyber security; • Management of the Core Enterprise Systems, ICT infrastructure and responsible for delivering ICT solutions and oversight of project managing their implementation, ensuring they are delivered on time and within budget; • Making recommendations for the improvement capacity of local ICT Systems in support of ongoing business operations & future requirements; • Work closely with functional business areas to put together business cases for new or improved ICT systems/changes in alignment with the ICT and Organisational Strategies. • Maintain an awareness of staff, customer and management requirements to provide support and guidance to assist users, helping them to make the most of the provision and ensuring that their ICT requirements are met; • Communicate a clear vision of the future and lead successful change initiatives.
ICT Management	<ul style="list-style-type: none"> • Manage and oversee troubleshooting, system backup, disaster recovery and provide expert support when necessary; • Accountable for the provision of all ICT infrastructure systems & support services, servers, LAN, telecommunications, remote access & desktop support; • Ensure accurate asset registers of physical and digital ICT assets are maintained; • Coordinate data management, data control and data protection;

	<ul style="list-style-type: none"> • Responsible for ensuring software updates are up to date and applied in alignment with Council expectations across the whole infrastructure; • Management of information and communication technology, networks, computer systems and VOIP telephony systems; • Design, develop, implement and coordinate systems, ICT-related policies and procedures; • Oversight of project management, procurement and planning for ICT activities; • Ensure the effective delivery of assigned end-to-end system and process solutions across ICT; • Initiates change management processes that ensure team members needs are respected • Procure, develop and maintain communication systems including email, mobile phones and website (including the intranet), ensuring innovative, effective and practical solutions whilst obtaining best value; • Ensure timely availability & direct Infrastructure support for locally hosted systems.
Risk Management	<ul style="list-style-type: none"> • Understand and mitigate key elements of Council's ICT risk profile; • Develop, regularly test and maintain the ICT Business Continuity Plan; • Develop, regularly test and maintain the ICT Disaster Recovery Plan; • Manage the regular review and maintenance of the ICT Risk Security Framework; • Construct and monitor reliable internal control systems; • Reporting of ICT risk issues to the Director, Corporate Services.
Compliance	<ul style="list-style-type: none"> • Ensure that Council meets legal and contractual obligations relating to ICT resources, systems, services and usage, complying with legislative requirements; • Ensure security and privacy of data, network access and back-up systems; • Review ICT solution components for compliance with the business architecture, standards and controls; • Ensure that controls around the design and implementation of systems and procedures are valid and effective; • Liaise with external bodies, contractors and service providers in the provision of an effective and efficient ICT service.
Organisational Responsibilities	<ul style="list-style-type: none"> • Monitoring of and planning for future system and project initiatives to maximise benefit to City of Glenorchy; • Liaise with the functional areas to ensure up to date knowledge and understanding of issues across Council which do/may affect ICT • Support and adhere to Council's policies and procedures, code of conduct and relevant Acts, regulations and standards; • The incumbent is required to commit to Council's Customer Service Charter and is required to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment.
Develop, manage and recognise staff	<ul style="list-style-type: none"> • Builds teamwork & collaboration amongst team members; • Communicates openly and regularly with team, provides clear messaging and is a skilled listener; • Provides mentoring and coaching to team when required; • Provides clear leadership and motivates team members; • Effect change that not only respects staff, but also Council, Community and Team Member needs; • Is emotionally self-aware and can reflect on responses challenging situations; • Manages staff in accordance with the various Council policies, directives and systems;

- Ensures team members have the necessary competencies, relevant updated qualifications and skills required to do their job.

The ideal candidate will have experience implementing large scale change IT enterprise systems.

This role may require reasonable after-hours activities and overtime when required by business needs. Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

SPECIALIST DELEGATIONS:

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KEY SELECTION CRITERIA:

1. Tertiary qualifications to degree level or equivalent with significant current experience in an ICT Management role.
2. Experience managing a network environment.
3. Broad knowledge of the ICT systems and experience within an ICT Support Service environment.
4. Experience of ICT Project Management including procurement, design, build, configuration and implementation.
5. Ability to formulate and deliver a clear vision for ICT strategy, including leading change in alignment with the strategy.
6. Proven experience of leading and managing complex teams including project management, change management and risk management.
7. Highly developed communication skills (written and verbal) and an ability to be persuasive and influential.

AUTHORISATION:

I hereby agree that this position description accurately reflects the work requirements.

Director Name:			
Director Signature:		Date:	
General Manager Name:			
General Manager Signature:		Date:	

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	