

## POSITION DESCRIPTION

<b>Position Title:</b>	ICT Service Delivery Coordinator
<b>Location:</b>	Queensland
<b>Last Review Date:</b>	May 2019
<b>Approved By:</b>	

<b>Department/Team:</b>	<b>Financial Delegation:</b>
ICT	N/A
<b>Direct Reporting Line:</b>	<b>Professional Reporting Line:</b>
ICT Governance Manager	>

## The RFDS Mission

Providing excellence in aeromedical and primary health care across Australia.

## Our Vision

**“The furthest corner. The finest care.”**

We will achieve this through

- > **Innovative** services and methods of delivery which earn us a reputation for world class quality, safety and efficiency.
- > Continually developing **our people** within a culturally safe environment, so that their satisfaction in their roles is only exceeded by the community respect they have as RFDS employees.
- > Being the **leading** health organisation governments and non-government organisations rely on for the appropriate provision of comprehensive healthcare services to rural, remote and regional Queensland.

## Our Values

**Safety and Quality** > At all times, with a patient-centred focus

**Mutual Care and Respect** > For patients, supporters, stakeholders and each other

**Commercially Astute** > Agile and forward-thinking, to lead the RFDS into the future

**Open and transparent** > In all our dealings

**Collaborative** > Encouraging and empowering of each other

**Proud and passionate** > In all that we do

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Parent	<b>Human Resources Manual HRM-01</b>	Version	<b>8.0</b>
Chapter	<b>Recruitment and Selection</b>	Modified	<b>20/07/17</b>

## Position Purpose

The ICT Service Delivery Coordinator is part of a professional senior team that provides friendly and efficient support to all ICT users across multiple sites. Delivering the highest level of customer service for incident management and request fulfilment, this role is responsible for the day to day management and provisioning of ICT hardware, software and telecommunications assets in a professional and competent manner. Support and troubleshooting will be conducted by phone, in person and through the management of tasks in an internally maintained ITSM in line with ITIL processes and internal policies and procedures.

The ICT Service Delivery Coordinator will develop and maintain ICT services, determining user requirements and improving organisational use of technology to deliver on varying business needs and beneficial efficient organisational outcomes. The role is also required to oversee and manage assigned improvement initiatives ensuring appropriate governance, effective change management and communication strategies are employed to develop innovative and reliable solutions and business outcomes.

The ICT Service Delivery Coordinator will develop expertise in core business systems and technologies used by the RFDS to enable the provision of First, Second and Third level support to users, developing knowledge articles, automating processes and providing staff training.

All employees have responsibilities for ensuring the safety of our patients and the quality of our services, these responsibilities include following procedures, modelling positive behaviours in line with our Code of Conduct, providing support, supervision and coaching to peers and junior employee team members.

RFDS Behavioural Competencies	
Analysis & Problem Solving	<ul style="list-style-type: none"> <li>&gt; Breaks information into component parts, patterns and relationships</li> <li>&gt; Probes for further information or a greater understanding of a situation</li> <li>&gt; Uses logical and rational judgement and criteria</li> </ul>
Communication	<ul style="list-style-type: none"> <li>&gt; Confidently represents self and the RFDS</li> <li>&gt; Maintains professionalism in verbal, written, and electronic communication within and outside the RFDS</li> <li>&gt; Adjusts style to suit the person and the scenario</li> </ul>
Forward Thinking & Planning	<ul style="list-style-type: none"> <li>&gt; Anticipates relationships between current plans, tasks, situations and future events</li> <li>&gt; Manages time effectively</li> </ul>

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RFDS Behavioural Competencies	
Responsibility & Accountability	<ul style="list-style-type: none"> <li>&gt; Anticipates implications due to changed circumstances</li> <li>&gt; Ensures expected performance outcomes are achieved</li> <li>&gt; Demonstrates initiative</li> <li>&gt; Is accountable for their decisions and individual outcomes</li> </ul>
Decisiveness	<ul style="list-style-type: none"> <li>&gt; Prepared to make decisions</li> <li>&gt; Commits to a definite course of action</li> <li>&gt; Decisions and actions taken are appropriate to the situation</li> </ul>
Productivity	<ul style="list-style-type: none"> <li>&gt; Works in a systematic, methodical and orderly way</li> <li>&gt; Maintains quality at all times</li> <li>&gt; Uses assigned resources to achieve desired objectives</li> </ul>

Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
ICT Service Delivery	<ul style="list-style-type: none"> <li>&gt; Provide specialist advice and technical support in relation to ICT systems, products and services for RFDS staff</li> <li>&gt; Ensure the ICT environment is compliant with best practice and ITIL service management standards</li> <li>&gt; Develop and maintain ICT assets and services ensuring these deliver on varying business needs and deliver beneficial and efficient organisational outcomes</li> <li>&gt; Provide advice, training and an escalation pathway for RFDS employees regarding ICT services and third-party services and arrangements</li> <li>&gt; Develop, implement, maintain and manage ICT processes and knowledge articles for RFDS ICT Services and Systems</li> <li>&gt; Develop and deliver training and awareness programs to support ICT services</li> </ul>	<ul style="list-style-type: none"> <li>&gt; RFDS ICT hardware and software assets are compliant with best practice ICT procurement and ITIL lifecycle management standards</li> <li>&gt; ICT service level agreements and contractual terms for services and ICT assets are effectively managed and reported</li> <li>&gt; Internal operating procedures are current and RFDS employees can effectively engage with ICT services</li> <li>&gt; Staff are satisfied with the level of ICT support they are receiving from the team</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
	<ul style="list-style-type: none"> <li>&gt; Contribute to the system administration function of the internally managed ITSM</li> <li>&gt; Manage stakeholder relationships and interactions with internal and external parties</li> </ul>	
Vendor and Contract Management	<ul style="list-style-type: none"> <li>&gt; Foster partnerships and relationships with key ICT vendors and telecommunication companies</li> <li>&gt; Create clear internal operating procedures detailing the responsibilities and accountabilities of internal ICT and third-party vendors</li> <li>&gt; Deliver regular monitoring and reporting of service performance against agreed KPIs and vendor performance standards</li> <li>&gt; Procure and manage ICT hardware and software assets in line with organisation procurement and purchasing policies</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Service level agreements and contractual terms for all services and applications are effectively managed and reported</li> <li>&gt; Internal operating procedures are current and disruptions in services is effectively and efficiently managed</li> <li>&gt; Regular and accurate reporting of KPIs, service levels management and systems availability are provided to senior management</li> </ul>
Security and Risk	<ul style="list-style-type: none"> <li>&gt; Monitor and review compliance with security and risk management strategies and practices to ensure ICT services are meeting required standards</li> <li>&gt; Provide support to the organisation on relevant processes and activities to ensure that risks have been adequately managed with ICT supported systems and processes</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Strategic ICT risks are visible to executives and senior management</li> <li>&gt; Respond and address any ICT security concerns in an effective and efficient manner</li> <li>&gt; ICT risk and issues management are managed within relevant response times as per policy</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Identify and develop opportunities for improvement through the automation of business processes</li> <li>&gt; Identify, manage, co-ordinate and deliver ICT improvement initiatives as required to ensure the efficient implementation of new services</li> <li>&gt; Provide ICT advice and guidance on all RFDS projects to ensure compliance with ICT standards and policies.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Employees are engaged and change ready for implementation of ICT programs and related project</li> <li>&gt; Assigned initiatives are delivered in scope, on time and within budget</li> <li>&gt; Assigned initiatives are scoped and delivered with appropriate governance in place to achieve quality outcomes and return on investment</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
	<ul style="list-style-type: none"> <li>&gt; Use established project management practices, including traditional waterfall and iterative agile or scrum methodologies to contribute to project execution</li> <li>&gt; Assist with the development of business cases, scope and requirements of ICT related projects align with business objectives</li> </ul>	
Contributing to a High Performing Culture	<ul style="list-style-type: none"> <li>&gt; Understands and supports the strategic and commercial objectives of the organisation, assimilating key messages and asking clarifying questions to ensure alignment and commitment to organisational objectives</li> <li>&gt; Looks for opportunities to challenge the status quo and explore new ideas, and works with team and leader to implement changes that add value and improve service delivery</li> <li>&gt; Is a supportive and cooperative team member, remaining aware of workload and activities within the team and proactively seeking opportunities to assist team and leaders where possible</li> <li>&gt; Works positively with cross-functional team members, seeking to understand differing priorities and utilise strengths, and to work as an aligned and cohesive RFDS team</li> <li>&gt; Takes accountability for own behaviour and performance, adopting a “no blame” approach that focuses on collaboration, learning and solutions</li> <li>&gt;</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Demonstrated up-to-date knowledge of key messages, updates and activities across the entire organisation</li> <li>&gt; Demonstrated examples identifying and participating in changes that align to organisational values and objectives</li> <li>&gt; Leader and peer feedback reflects cooperation and support</li> <li>&gt; Leader and peer feedback reflects collaboration, and that competing interests and priorities are handled respectfully and escalated appropriately</li> <li>&gt; Meets role expectations and KPIs are understood, owned and achieved</li> </ul>
Performance and	<ul style="list-style-type: none"> <li>&gt; Positively participates and contributes to the RFDS' Performance and Development Review program</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Completes self-assessments on an annual basis or as requested by Manager / HR</li> <li>&gt; Constructively and positively participates in performance discussions</li> </ul>

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Responsibilities and Measures of Success in the Role		
Key Result Areas	Responsibilities / Tasks	Key Performance Indicators
Development Review		
Quality and Compliance	<ul style="list-style-type: none"> <li>&gt; Ensures a safe working environment for all employees by compliance with all relevant Occupational, Health, Safety &amp; Welfare and Equal Employment Opportunity obligations</li> <li>&gt; Contributes to business improvement/quality programs and enterprise risk management activities</li> <li>&gt; Complies with RFDS policies and procedures</li> <li>&gt; Ensures conduct at all times is professional, reputable and in accordance with philosophy and direction of the RFDS</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Compliance with all Occupational, Health, Safety &amp; Welfare and Equal Employment Opportunity obligations</li> <li>&gt; Knowledge, understanding and compliance with RFDS policies and procedures, standard operating procedures and protocols</li> </ul>

Working Relationships	
Internal	External
<ul style="list-style-type: none"> <li>&gt; All RFDS Employees and Managers</li> <li>&gt; Other RFDS Sections</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Other primary health care organisation and service providers</li> <li>&gt; Government, non-government, and community organisations</li> <li>&gt; Volunteers, fund raisers and donors</li> <li>&gt; All other RFDS stakeholders</li> <li>&gt; Vendors and service providers</li> </ul>

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### Qualifications / Registrations / Memberships

- > ITIL Foundation Certificate
- > Formal ICT qualifications or equivalent experience

### Essential skills and experience

- > 4+ years' experience in ICT Support, Helpdesk or Service Desk, Customer Service
- > Strong troubleshooting and fault/problem resolution skills
- > Excellent communications skills (both verbal and written) with a customer focused approach
- > Strong understanding of ITIL Framework and IT Service Management
- > Working knowledge of ICT Procurement and Asset Management practices
- > Experience with Office 365, ServiceNow and SharePoint

### Desirable skills and experience

- > Experience with mobile device management platforms
- > Knowledge of Software License Management practices
- > ServiceNow Certifications

### Additional Information

- > This role will be required to undergo a pre-employment drug and alcohol test and will continue to be subject to random drug and alcohol testing
- > This role will need the ability to travel within Queensland
- > This role will need the ability to work out of hours to respond to unscheduled outages and major incidents affecting critical systems

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