

# POSITION DESCRIPTION

<b>POSITION TITLE &amp; NUMBER:</b>	IT Project Management Officer (#862)
<b>EMPLOYMENT STATUS:</b>	Full time, Temporary (2 years)
<b>CLASSIFICATION:</b>	Band 7
<b>FULL TIME SALARY RANGE:</b>	\$99,276 plus superannuation
<b>UNIT:</b>	Information Technology

## APPLICATION GUIDELINES

Please submit a cover letter, outlining why you are interested in this position and detailing your relevant experience with your current CV/resume.

## THE CITY

Greater Bendigo celebrates our diverse community. We are welcoming, sustainable and prosperous. Walking hand-in-hand with the traditional custodians of this land. Building on our rich heritage for a bright and happy future. The City works in partnership with our community to move toward this vision and deliver the Greater Bendigo Council Plan (Mir wimbul).

We are a values driven Organisation and committed to embracing diversity, flexibility and supporting employee training and development. The City provides a safe, inclusive and team orientated work place where people perform at their best. Further information is found at the [City of Greater Bendigo website](#)

## THE UNIT

The Information Technology unit's purpose is to provide technology support and assistance for the IT services and solutions used within the City. The unit is central in ensuring that the City's technology and information systems are innovative and fit for purpose so that staff can deliver efficient and optimised services to our community.

## POSITION OBJECTIVE

To contribute to Phase 1 foundation projects of the City's System Upgrade Program which are designed to deliver efficiencies to the current Business Systems. The implementation completion date is scheduled for June 2026.

## PROJECT MILESTONES

Play a key role in delivering the following foundation projects:

- **Kofax Improvements:** Scope includes improving processes resulting in efficiencies for the Accounts Payable team by means of software enhancements, configuration and integration between Kofax and other 3<sup>rd</sup> party systems, scheduled completion mid 2024.
- **Technology One Ci to CiA upgrade:** Scope includes migrating the City's legacy TechnologyOne Ci Modules - Financials, Supply Chain & Assets to CiA, scheduled completion late 2024
- **Technology One CIA People Systems consolidation:** Scope includes consolidating the disperse people management solutions into the centralised HR&P TechnologyOne system, completion scheduled for mid 2025.
- **Outcomes of Strategic Direction Analysis:** Scope includes documenting the key artefacts defining the desired end state position, along with associated business cases defining the roadmap projects, completion scheduled for late 2024.
- **Pathway Votar Value Study Improvements:** Scope includes, Delivering the specific efficiency enhancements to the Pathway system as documented within the Votar Value Study recommendations. Completion scheduled for Mid 2026.

Our Values & Behaviours



- **Telephony upgrade:** Scope includes, migrating the cities numerous current telephony and call centre solutions to a contemporary synergised solution encompassing desk phones, call centres and soft phone capability across all city office locations, completion scheduled for Mid 2026.

## SKILLS AND ATTRIBUTES

Technical/specialist skills:	Contemporary Project Management, systems analysis, stakeholder engagement, financial oversight, attention to detail, problem solving
Personal attributes:	Communication, teamwork, time management, flexible, innovative, collaboration, leadership, negotiation

## ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator IT Business Systems and Innovation
Supervises:	Nil
Internal Liaisons:	Staff members, Managers and other City employees
External Liaisons:	Software suppliers, other Councils

## ADDITIONAL INFORMATION

- A satisfactory Police Record Check and evidence of any required vaccinations are required for this position.
- You will comply with and follow all Occupational Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- Some flexibility in working hours is required including early starts, weekends, public holidays and/or evening work.

## QUALIFICATIONS

- Degree or Diploma qualification with several years of subsequent relevant experience in IT Project Management, Agile, Information Technology, or higher formal qualifications either in IT Project Management, Agile, Information Technology or in Management together with experience, or lesser formal qualifications with extensive relevant experience.

## KEY SELECTION CRITERIA

- Demonstrated expertise in Agile project management methodologies, with a familiarity in Waterfall, applied in the successful delivery of projects within set timeframes, resources, and budget.
- Proven ability in engaging with stakeholders at all levels and leading internal teams, achieving aligned objectives through effective communication and collaboration.
- Demonstrated skills in managing project scope, timelines, and budget, coupled with experience in financial oversight and budgeting for projects of varying scales.
- Demonstrated experience in identifying, managing, and mitigating project risks and issues, complete with regular status reporting to management.
- Outstanding verbal and written communication skills, including the ability to produce high-quality reports and correspondence for varied audiences, complemented by excellent organizational skills for decision-making in complex environments.
- Proven experience in leading or contributing to digital transformation initiatives using existing and emerging technologies, coupled with experience in administering Business Applications such as Finance, HR, Payroll, or electronic document management systems.

## BAND 7 CLASSIFICATION DESCRIPTORS

### ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Responsible for resource management, the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Responsible for providing specialist advice and to regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- Input into policy development and formulation within the area of expertise, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.

### JUDGEMENT & DECISION MAKING:

- The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. Ability to problem solve using the application of these established techniques to new situations and ability to recognise when these established techniques are not appropriate.
- Requirement to identify and analysis an unspecified range of options before a recommendation can be made into policy formulation.
- Guidance is not always available within the organisation.

### SPECIALIST SKILLS & KNOWLEDGE:

- Demonstrated experience in using Agile and other contemporary project management methodologies to effectively deliver projects.
- A deep understanding of long-term organizational goals and unit policies, coupled with the ability to align these with project objectives.
- Proven familiarity with budgeting techniques and the ability to manage financial aspects of a project, from planning to execution.
- Demonstrated skills in stakeholder management, including the ability to gather and analyze requirements to guide both project and business process development.
- Sound negotiation and interpersonal skills, complemented by strong verbal and written communication abilities, including presentation skills.
- Excellent problem-solving capabilities along with experience in reviewing and re-engineering business processes for better quality and risk management outcomes.
- Ability to establish both internal and external relationships locally and remotely, serving as a trusted advisor to customers and stakeholders.
- Sound understanding of organizational strategies, operations, products, and services, as well as the ability to apply this knowledge in decision-making and problem-solving.
- Proficiency in the use of essential software applications, including but not limited to Microsoft Office Suite and Visio, for effective project management and documentation.

### MANAGEMENT SKILLS:

- Supervise and provide guidance and support to staff.
- Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes.
- Contribute to the development and implementation of long term staffing strategies.

## INTERPERSONAL SKILLS:

- Ability to demonstrate, display and promote the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- High level written and oral communication skills.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with other City employees to resolve intra-organisational problems.
- Ability and commitment to maintain confidentiality at all times.