

POSITION DESCRIPTION

Bundaberg Regional Council has a vision 'To Build Australia's best Regional Community'. This position description outlines the values that underpin this vision and an overview of the general duties and responsibilities required in this role.

Overview

Position Title:	IS Infrastructure Team Leader	Industrial Instrument:	Bundaberg Regional Council Certified Agreement plus Queensland Local Government Industry Stream A Award
Position Number:	6269	Classification Level:	7
Employment Location:	Bundaberg Service Centre	Position Status:	Full-time Permanent
Department:	Corporate Services	Document Last Reviewed:	10/05/2024
Branch:	Information Services	Job Dictionary:	N/A
Accountable To:	Chief Information Officer		
Aim of Position:	This position supports Council by leading the IS Infrastructure Team in effectively managing technology infrastructure assets, systems, and services to deliver a reliable and secure technology infrastructure for Council and the Community.		

Council Values

Bundaberg Regional Council's culture is driven by the following values:



Key Responsibilities

1. Provide leadership and support to the IS Service Desk and Infrastructure team ensuring ownership of problems and a proactive approach to resolving customer issues in a highly professional and customer focussed manner whilst overseeing appropriate escalation of problem resolution.
2. Develop and deliver continuous improvement of the Service Management Framework (ITIL), including chairing the Change Advisory Board.
3. Design the IT infrastructure architecture to maximise performance and ensure reliability of information services and optimal operation of all network hardware and equipment.
4. Plan, design, and implement IT infrastructure projects, such as network upgrades, cloud migrations, server installations, etc.
5. Service ownership of ICT Infrastructure operations, proactively preventing and reducing the impact of technology service interruptions through monitoring frameworks and troubleshooting IT infrastructure issues, such as network outages, system failures, security breaches, etc.
6. Manage and ensure effectiveness of client endpoints, SOE, IaaS, data centres, servers, email, print and backup servers and their associated operating systems and software.
7. Help protect Council from Cyber threats by ensuring IT infrastructure is supported and maintained, such as

ensuring effectiveness of firewalls, anti-virus solutions intrusion detection systems.

8. Manage and optimise the IT infrastructure budget and resources, including business case justifications and procurement activities.
9. Manage the performance of vendors.
10. Develop and enforce IT infrastructure policies, standards, and best practices.
11. Keep abreast of the latest IT infrastructure trends and technologies and recommend solutions to improve the IT infrastructure efficiency and effectiveness.
12. Participate in out-of-hours work which may be required to meet the requirements of the role, including participation in an on-call roster.
13. Undertake other reasonable duties requested by Management within the incumbent's capabilities.

Position Requirements - Qualifications and Experience:

Mandatory:

1. Tertiary qualifications in Information Technology or a related discipline and extensive proven relevant industry experience in IT infrastructure management, preferably in a large and complex organisation.
2. Strong leadership skills and experience to lead and empower others, develop and coach team members, and foster a workplace culture consistent with Council's values.
3. Demonstrated extensive knowledge and experience in IT Infrastructure domains including network, server, cloud, storage and security and technologies such as Microsoft, AWS, and VMware.
4. Demonstrated ability to effectively develop and manage goals, plans, projects and operational and capital budgets to achieve team objectives and aspirations.
5. Strong knowledge and demonstrated experience with developing and implementing good practice Service Management (ITIL) and related processes and tools.
6. Well-developed knowledge and understanding of project management processes and principles and demonstrated competence in undertaking projects, setting priorities, and managing competing deadlines.
7. Excellent communication, presentation, and interpersonal skills, with the ability to communicate effectively with senior management and stakeholders.
8. Experience in coordinating external vendors contractors and consultant.
9. C Class Drivers Licence

Desired:

1. Experience working within a Local Government environment.

Organisational Capabilities – Team Leader/Supervisor (Leading Others):

The capabilities for all roles are obtained from the Capability Framework which describes key behaviours required at all levels and roles across Council. There are four mandatory capabilities that are required in all roles – building relationships, customer focus, safety and professionalism and job requirements.

Building Relationships (mandatory)	Building relationships with teams and stakeholders: <ol style="list-style-type: none"> 1. Inspires and connects with the values, beliefs and interests of others 2. Effectively manages consultative processes in a group or forum 3. Fosters teamwork and rewards cooperative and collaborative behaviour, while resolving conflict using appropriate and respectful strategies 4. Recognises the positive benefits of diversity and capitalizes on these for the benefit of the organisation
Customer Focus (mandatory)	Understands customer perspectives and works across boundaries:

	<ol style="list-style-type: none"> 1. Actively works to understand customers and stakeholders 2. Encourages a strong customer focus and builds understanding of customer perspectives within their team 3. Shows respect for customers and stakeholders
Safety and Professionalism (mandatory)	<p>Champions and models safe, professional and ethical behaviour:</p> <ol style="list-style-type: none"> 1. Manages safety issues and problems, resolves corrective actions and monitors to ensure compliance 2. Models ethical behaviour and consistently applies those ethical standards to self and others 3. Is consistent in words and actions 4. Is viewed as trustworthy, honourable and truthful, and respectful of the views of others 5. Able to understand, monitor and channel their own emotions in a positive way whilst staying true to self
Job Requirements (mandatory)	<p>Applies business management skill:</p> <ol style="list-style-type: none"> 1. Applies sound business management skills in corporate governance areas, such as financial, contract and project management
Cross-Organisational Thinking	<p>Understands how their team's work aligns to Council's objectives:</p> <ol style="list-style-type: none"> 1. Conveys the vision for their area in a compelling way 2. Able to describe their work, and the work of their team, contributes to organisational objectives 3. Considers wider organisational objectives when making decisions and performing work
Leading People	<p>Inspires individual and team commitment to achieve results:</p> <ol style="list-style-type: none"> 1. Motivates individuals and creates a climate in which people want to do their best 2. Regularly reviews performance and holds timely and frank discussions with all team members 3. Provides regular feedback and recognises team member contributions 4. Gives people the balance of autonomy and support they need to achieve outcomes 5. Builds a cohesive and supportive team environment
Developing People with a One Team Focus	<p>Builds team capability:</p> <ol style="list-style-type: none"> 1. Takes responsibility for team development 2. Uses development plans to address skills/knowledge gaps or to strengthen current capability 3. Identifies a broad range of development opportunities for team members 4. Develops staff for high performance through providing appropriate guidance and supporting them to resolve their own issues
Driving People's Performance	<p>Manages team performance:</p> <ol style="list-style-type: none"> 1. Breaks down projects into objectives and goals, and accurately scopes out length and difficulty of tasks 2. Organises the team to deliver the required program of work 3. Provides clear and accurate reporting of progress and performance
Managing Stakeholders	<p>Manages internal and external relationships:</p> <ol style="list-style-type: none"> 1. Written and verbal communication is clear and concise 2. Models open communication by actively and attentively listening to others 3. Seeks to understand the audience and adapt accordingly

	<ol style="list-style-type: none"> Builds networks with peers and works collaboratively with others Reads situations quickly and sees conflicts as opportunities Can settle disputes equitably by finding common ground and gaining cooperation
Decision Making	Displays rigour in advice: <ol style="list-style-type: none"> Provides advice that is rigorously considered and supported by a clear rationale Looks beyond the obvious and persists with analysis and solutions Makes timely decisions
Making Improvements	Drives continuous improvement: <ol style="list-style-type: none"> Encourages creativity and innovation Identifies and implements improved ways of doing things
Progressing Change	Champions and implements change: <ol style="list-style-type: none"> Communicates the positive side of change for the team and organisation Assists the team to adapt to a changing environment Influences others

Organisational Accountabilities:

The organisational accountabilities are the expected standards of performance for all roles and levels in Council

Accountability	Action
1. People Management	<ol style="list-style-type: none"> Oversee and manage the performance management process, including completing performance appraisals and managing unsatisfactory performance, for direct reports to drive and recognise high performance. Manage the recruitment and selection process within area of responsibility. Actively coach and develop direct reports, continuously assess training needs and monitoring completion of agreed training.
2. Workplace Health and Safety	<ol style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness, and operate in accordance with Council's Health and Safety Duty Statement and associated safety policies/procedures.
3. Culture	<ol style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision and values of Council. Comply with Council's Code of Conduct and all Council policies and procedures at all times.
4. Information Services and Technology	<ol style="list-style-type: none"> Protect and manage Council's information assets in accordance with legislative, policy and process requirements. Use Council's technology appropriately and with respect.
5. Disaster Management	<ol style="list-style-type: none"> Assist, support and participate in Council's response to a disaster event, including any exercises and/or any event where the Business Continuity Plan is activated.
6. Customer Service	<ol style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Council, creating a culture of customer service excellence.
7. Financial Accountability	<ol style="list-style-type: none"> Models compliance with Council's procurement Policy. Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

and Governance	3. Legislative Sub-Delegations and authorisations may also be applicable.
8. Corporate record-keeping	1. Ensure that full and accurate records are made for all business transactions conducted on behalf of Council and that all records are appropriately retained in accordance with Council's record-keeping requirements.

Immunisation Requirements

It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:

Vaccination Name	Requirement
	No requirement.