

Role Description

End User Compute Lead



Title	End User Compute Lead
Classification/Grade/Band	Band 3 Level 3
Group/Unit/Section	Corporate Affairs/Information and Technology/IT Operations
Reports to	Section Manager IT Operations

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthens and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of End User Compute Lead is responsible for overseeing the day to day activities and functioning of the team undertaking operational work and service provision, and to collaborate with others to complete the programs and projects of the section. This role is also responsible for driving the delivery of high-quality customer support and driving service improvement strategies to improve the customer experience.

The position of End User Compute Lead is required to provide quality customer service and create value for the community.



Key Duties and Responsibilities

- Lead and manage key internal and external relationships, and operating arrangements associated with the delivery of quality end user compute services;
- Foster and develop a positive and progressive team culture by guiding and mentoring team members, directly supervise work allocation and performance to ensure a high quality, customer focused service environment;
- Lead the end user compute team responsible for the efficient, effective and secure management of technology assets to support end user service delivery and performance;
- Lead, develop and maintain computer and mobile asset management processes to optimise the hardware lifecycle and maintain accurate records of assets for Council;
- Actively contribute to Disaster Recovery and Business Continuity Plans for the IT;
- Make recommendation to improve the quality of support delivered to users through an ongoing review of services provided and the capabilities of staff to meet the needs of its customers;
- Collaborate across all IT teams to ensure they are provided with the appropriate support and that complex technical issues are escalated to the appropriate parties;
- Manage & participate in an IT after-hours support roster;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;



- Policy, processes and procedures are readily available, but the End User Compute Lead is required to choose the appropriate actions within these frameworks. Unusual problems may be referred for clarity of policy direction or guidance.
- Decisions of the End User Compute Lead affect the work and activities of others within the Unit;
- The End User Compute Lead influences the external environment by ensuring services are consistent with Council standards;
- The End User Compute Lead is involved in the development and maintenance of appropriate standards or provides instruction and/or training concerning such standards;
- Identifies requirements as an input to budget development.
- Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
- Represent the organisation honestly, ethically and professionally and encourage others to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer service needs, understand customer perspectives and implement responsive solutions.



- Build cooperation and overcome barriers to information sharing and communication across teams/ units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organisational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transactions;
- Support compliance with records, information and knowledge management requirements of the organization;
- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organisational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.



QUALIFICATIONS

Essential

- Degree qualification in Information Technology or related field OR demonstrated solid contemporary experience in a similar role ,combined with ongoing professional development;

Desirable

- Current Class C Driver's License
- Microsoft certifications or related technologies
- ITIL foundations knowledge or equivalent experience
- Project management certifications

EXPERIENCE

- Demonstrated experience in a similar role, delivering excellent levels of service using strong relationship management skills, liaising effectively with peers, senior management, customers to manage expectations and manage a budget to optimise Council expenditure;
- Demonstrated experience in leading a team of IT professionals responsible for the management of Microsoft Windows Operating System, System Centre Configuration Management, Mobile Device Management and associated end user computing technologies;
- Demonstrated experience in analysing data and trends to develop operational reports with recommended actions for continuous improvement;
- Demonstrated leadership behaviours, including active communication with the team regarding performance, business strategy, diversity, coaching and mentoring and change management;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings



Key Relationships

Internal	External
Chief Executive Officer	Community
Councillors	State and Federal Government Agencies
Leadership Team	Industry representatives and associations
Unit Managers	Vendors
Section Managers/ Team Leaders	
Council employees	

