Role Description
Section Manager Technology Operations

Title	Section Manager Technology Operations
Location	Wyong / Gosford Admin Building
Classification/Grade/Band	Band 3 Level 4
Reports to:	Unit Manager Technology and Customer Services

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

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

Primary purpose of the role

Reporting directly to the Unit Manager Technology and Customer Services, the role of Section Manager Technology Operations is responsible for providing day to day management of effective and efficient information & communication technology (ICT) related services for Central Coast Council (CCC).

The role works closely with internal and outsourced providers to ensure well integrated and seamless services that are relevant, timely and responsive.

In addition, the Section Manager Technology Operations will provide day-to-day leadership to a team of professionals responsible for driving operational improvement strategies to improve the customer experience and overall efficiency of the processes associated to availability and performance of Council's technology infrastructure.

Key accountabilities

- Lead and manage team members and resources effectively.

- Contribute to problem-solving as part of decision-making regarding the best approach to technology services and operations delivery.

- Accountable for the oversight and planning of the operational delivery of technology services to Central Coast Council. Take overall accountability for ensuring agreed availability and capability is delivered to the organisation.

- Provide counsel and advice to the Unit Manager Technology and Customer Services, the Chief Information Officer (CIO) and the Information Management & Technology Leadership (IM&T) team.

- Manage the implementation and delivery of new systems, technologies and services to deliver innovative, scalable and flexible ICT solutions that achieve business requirements.

- Be able to report accurately on current service levels and issues at any time.

- Ensure all relevant services are in place and capable.

- Identify risks in technology service and operations delivery arrangements and ensure these are remediated.

- Provide oversight and direction for technology services and operations service delivery, working co-operatively with external providers to ensure appropriate levels of resourcing and service.

- Ensure technology services and operations are time-sensitive and responsive. Be a pro-active in ensuring delivery against agreed agendas, timetables, budgets and capability.

- Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives

- Embrace diversity by supporting initiatives that create an environment in which differences are valued.

- Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact.

- Promote collaboration by identifying opportunities to work with other teams/units to solve issues and develop better processes and approaches to work.

- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation.

- Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others.

- Other reasonable duties as required.

Interpersonal Skills and Personal Attributes

- Demonstrate excellent leadership, experience and strength of purpose to generate the trust, direction and enthusiasm required at all levels of the organisation.

- Delivery focused in terms of strong, relevant and effective technology services and operations delivery, within budget and with the service levels, quality and capability required.

- Create a climate which encourages and supports openness, persistence and genuine debate around critical issues.

- Respond to significant, complex and novel challenges with a high level of resilience and persistence.

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- Demonstrate strong interpersonal and communication skills including high level ability to negotiate and consult on complex matters and put forward compelling arguments and rationales to all levels and audiences.

- Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience.

- Display strong influencing and mediation skills by negotiating from an informed and credible position.

- Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes.

- Display resilience and courage by providing open and honest feedback.

Leadership / Management

- Lead and develop a well-established IM&T function that includes mentoring to build a mature and commercially astute technology services team. Champion and role model the Council core values to enhance team culture and performance.

- Ensure performance development frameworks are in place to manage staff performance, drive development of organisational capability and undertake succession planning.

- Share experiences and knowledge across the organisation to build intellectual capital and showcase thought leadership.

- Model and encourage a culture of continuous learning and leadership, which values high levels of constructive feedback, and exposure to new experiences.

- Ensure that organisational architecture is aligned to the organisation's goals and responds to changes over time.

- Act with integrity by demonstrating professionalism and setting an example for others to follow.

- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve

- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate.

- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond.

- Apply sound problem solving by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements.

- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions.

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- Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way.

- Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team.

- Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty.

Technical

- Sustained record of effectively leading and managing the delivery of relevant, reliable and responsive client technology services and operations.

- Experienced in multiple aspects of technology services and operations (e.g. infrastructure and applications services, network/communications services).

- Good professional competence in identify and shaping security services, disaster recovery and business continuity.

- Familiar with the technology and information needs of strategic business intelligence, data analytics and data management.

- Demonstrable experience in managing external / outsourced service providers and stakeholders.
- Sound knowledge of risk management strategies as they relate to technology decisions.

- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution.

- Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary.

- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks.

Finance and Governance

- Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for.

- Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources.

- Involve specialist finance advice where required.

- Be aware of procurement and contract management risks and what actions are expected to mitigate these.

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Qualifications

<u>**Essential**</u>

- Degree qualification in Computer Science, Information Technology, Business Management, Engineering or a related field, OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.

<u>**Desirable**</u>

- Post Graduate qualifications.
- Industry certifications.

Experience

- Previous experience in a similar role working in a large organisation.
- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus.
- Extensive practical experience in a dynamic environment including strategy, analysis and the provision of sound technology advice.
- Demonstrated experience in managing a team in the delivery technology solutions.
- Demonstrated experience in developing disaster recovery plans for technology infrastructure and operations.
- Proven experience in negotiating complex commercial outcomes with an ability to identify the true long term value propositions and opportunities for the business.

Key relationships

Who	
Internal	**External**
Executive Team	Community
Service Unit Managers	State and Federal Government Agencies
Councilors	Industry representatives and associations
Council employees	Vendors