

Position Description

Position title:	Technology Business Partner
Directorate:	Strategy and Engagement
Service Unit:	Information Technology
Reports to:	Business Technology Chapter Lead
Direct reports:	Nil
Salary point:	SP15
Work location:	CAC
Date revised:	July 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Information Technology?

Information Technology at City of Newcastle works alongside our colleagues across all Directorates as a trusted business partner. We work in cross-functional teams to understand the needs of our customers, with a unified goal of serving our community with innovative and sustainable technology solutions.

We leverage an Agile approach that is iterative and transparent, with rapid feedback loops. This allows us to make evidence-based and data-driven decisions to identify the greatest value early on, delivering simple and easy to use experiences to our customers and to our colleagues.

What's the focus of this position?

The Technology Business Partner leads all technical service needs for CN. The role coordinates and develops the council's computing environment, ensuring adequate IT service and support is in place across all directorates.

The Technology Business Partner will be responsible for managing the service delivery of information and IT services, whilst working with various teams. The Technology Business Partner will enable the delivery of high-quality service to end users, and to ensure service processes are in place. As CN moves to an Agile

environment, this role acts as a champion for cultural change to enhance technology capabilities within the City of Newcastle in line with the 2030 strategic vision.

What you'll be doing:

- Own the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required.
- Monitor, control and support service delivery, ensuring systems, methodologies and procedures are in place and followed.
- Coordinate and develop CN's computing environment, ensuring optimal up time and accessibility.
- Monitor technological developments and identify any opportunities for CN to increase service delivery and achieve cost efficiencies.
- Maintain all documentation for deployment, maintenance, upgrades, and problem resolution activities.
- Bring together people to develop digital, integrated solutions that value at pace.
- Work closely with teams drawn from other parts of the organisation as required, to resolve requirements and issues relating to project delivery.
- Manage external service providers and their SLA performance.
- Provide regular and accurate management reporting on IT Service performance.
- Perform root cause analysis of infrastructure problems and develop resolution plans.
- Ensure service asset and configuration items are properly controlled and accurate, and that reliable information about these assets is available when needed.
- Be responsible for the day to day identification and management of IT Security issues for the organisation.
- Ensure adherence to service transition principles such as release and change management.
- Oversee development tender specifications and documentation through to contract management.
- Coordinate the lifecycle management of all IT assets including purchasing, deployment and disposal.
- Continuously improve of solutions to ensure programs are embedded, sustainable and optimised.
- Manage a significant component of the Information Technology budget approved by CN.
- Other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

The essentials you'll need:

- Bachelor's Degree in Business, Information Management or a related qualification, and/or demonstrated capability through past employment experience.
- Experience in an IT customer service environment focused on achieving an exceptional customer experience through partnering with the business to deliver proactive and innovative solutions.
- Demonstrated ability to identify and resolve complex and sometime obscure IT problems utilising a wide range of practical experience and resources.

- Demonstrated understanding of project management as per waterfall and agile principles and their application in an IT project environment.
- Extensive experience in overseeing the integration, quality improvement, and ways of working of all IT teams including external service partners and suppliers to ensure a seamless end-to-end delivery of service for IT's end users.
- Demonstrated initiative, flexibility, and capacity to understand business requirements/ technical limitations and adapt to meet current and future business priorities within a fast paced and highly regulated environment.
- Pragmatic and empathetic approach, with the ability to remain calm under pressure.
- Excellent time management skills and a disciplined approach to deadlines, with the ability to complete tasks under limited supervision.
- Experience defining and managing service level agreements with vendors.
- Experienced with focused SLA management and customer satisfaction across the relevant customer base
- Excellent verbal, interpersonal and written communication skills at all levels of an organisation.
- Demonstrated negotiation, influencing and conflict resolution skills.

Other valuable skills you may have:

- Extensive experience working in an Agile environment.
- Project Management qualification.
- SCRUM certification.
- ITIL certification.

SFIA (Skills Framework for the Information Age) Skills

- 1.1.1 Strategy and architecture: Information strategy - Enterprise IT governance
- 1.1.2 Strategy and architecture: Information strategy - Strategic planning
- 1.1.3 Strategy and architecture: Information strategy - Information governance
- 1.2.2 Strategy and architecture: Advice and guidance - Specialist advice
- 1.3.1 Strategy and architecture: Business strategy and planning - Demand management
- 1.3.2 Strategy and architecture: Business strategy and planning - IT management
- 1.3.3 Strategy and architecture: Business strategy and planning - Financial management
- 1.3.4 Strategy and architecture: Business strategy and planning – Innovation
- 1.3.7 Strategy and architecture: Business strategy and planning – Knowledge management
- 1.3.9 Strategy and architecture: Business strategy and planning - Business risk management
- 2.2.4 Change and transformation: Business change management - Organisational capability development

- 2.2.6 Change and transformation: Business change management - Change implementation planning and management
- 2.2.8 Change and transformation: Business change management - Benefits management
- 4.2.4 Delivery and operation: Service transition - Change management
- 5.1.1 Skills and quality: Skill management – Learning and development management
- 5.1.2 Skills and quality: Skill management - Competency assessment
- 5.2.1 Skills and quality: People management - Performance management
- 5.2.2 Skills and quality: People management – Resourcing
- 5.2.3 Skills and quality: People management - Professional development
- 5.3.1 Skills and quality: Quality and conformance - Quality management
- 5.3.2 Skills and quality: Quality and conformance - Quality assurance
- 5.3.3 Skills and quality: Quality and conformance – Measurement
- 6.1.4 Relationships and engagement: Stakeholder management - Relationship management
- 6.1.5 Relationships and engagement: Stakeholder management - Customer service support

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	