

POSITION DETAILS

Position Title:	Senior Coordinator IT Infrastructure	Position Grade:	15
Department/ Directorate:	Technology / Corporate Services	Position Status / Hours per Week:	Full Time / 35

PRIMARY PURPOSE OF THE POSITION

Service Delivery

- Effectively manage business as usual (BAU) IT Services Team
- Implement ITIL framework and drive compliance with it
- Develop, agree and manage Service Level Agreements with each of the business units
- Review and update/develop IT policies and procedures
- Report/present on service delivery KPI's and SLA's to Senior Executives
- Maintain rigorous control of IT assets and manage people, systems and processes such that the support team can react quickly and effectively to changes in the business environment
- Ensure the objectives of the organisation and the IT department are known and understood across IT Services
- Manage projects/initiatives using industry methodologies and practices
- Participate as part of the Technology Management Team in regular project progress meetings (for major projects) to ensure that resources are adequately provided and a balance is being achieved between meeting the operational requirements and project objectives
- In conjunction with the IT leadership team, develop and implement a vision for the advancement of technology within Council and provide input into the development of the IT Strategic Plan
- Encourage a culture of trying to improve or eliminate processes without fear
- Attend fortnightly meetings held outside of Council's core hours as required

Technology

- Manage currency of Corporate Applications, including management of upgrades and test management

People Management

- Manage and lead staff with trust, transparency, encouragement and support to perform at the best level of their capability in a way that is consistent with Council's principles/values, policies and systems. Identify development opportunities to help staff succeed
- Establish and maintain excellent working relationships across the organisation and in particular with the IT Services team
- Maintain open communication with other support team members
- Contribute to the development and successful transition of team members to acquire the diverse range of skills required by the role
- Manage and monitor staff performance and recruitment processes, including feedback, performance reviews and rewards in accordance with Council policy, procedures and best practice principles
- Ensure Council directions are clearly communicated, implemented, monitored, reported and evaluated by all staff
- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.

Financial Management

- Plan, develop, manage and review budgets and regularly communicate with Chief Technology Officer and Finance staff

Vendor and Contract Management

- Ensure contracts are awarded in line with Council procurement policy and have measurable performance management clauses including SLA's
- Familiarity with and management of service delivery of external vendors, and software licensing framework

SELECTION CRITERIA

Education / Qualifications

- Tertiary qualification in IT/Information Systems or related discipline
- ITIL Framework Certified
- Certification and experience with MS server and/or desktop operating systems; and Cisco WAN

Experience / Specific skills

- Demonstrated ability to develop customer centric IT services strategy and contribute to the IT Strategic plan
- In depth understanding of Incident/Problem/Change/Release and Help Desk Processes
- Experience in the development of IT policies and procedures
- Experience in reporting and presenting to Executives on service delivery KPIs and SLAs
- Possess understanding on steps involved for introducing a new technology or change to production environment, ensuring that all system changes are processed through formal change management procedures
- In-depth understanding of the following technologies - Windows/VMware, desktops, networks, Cloud, cyber security, voice, contact centres, upgrades and test management
- Proven supervision or management experience - with an emphasis on leadership, support and team development
- Familiarity with and management of service delivery of external vendors, and software licensing framework
- Excellent time management and organisational skills

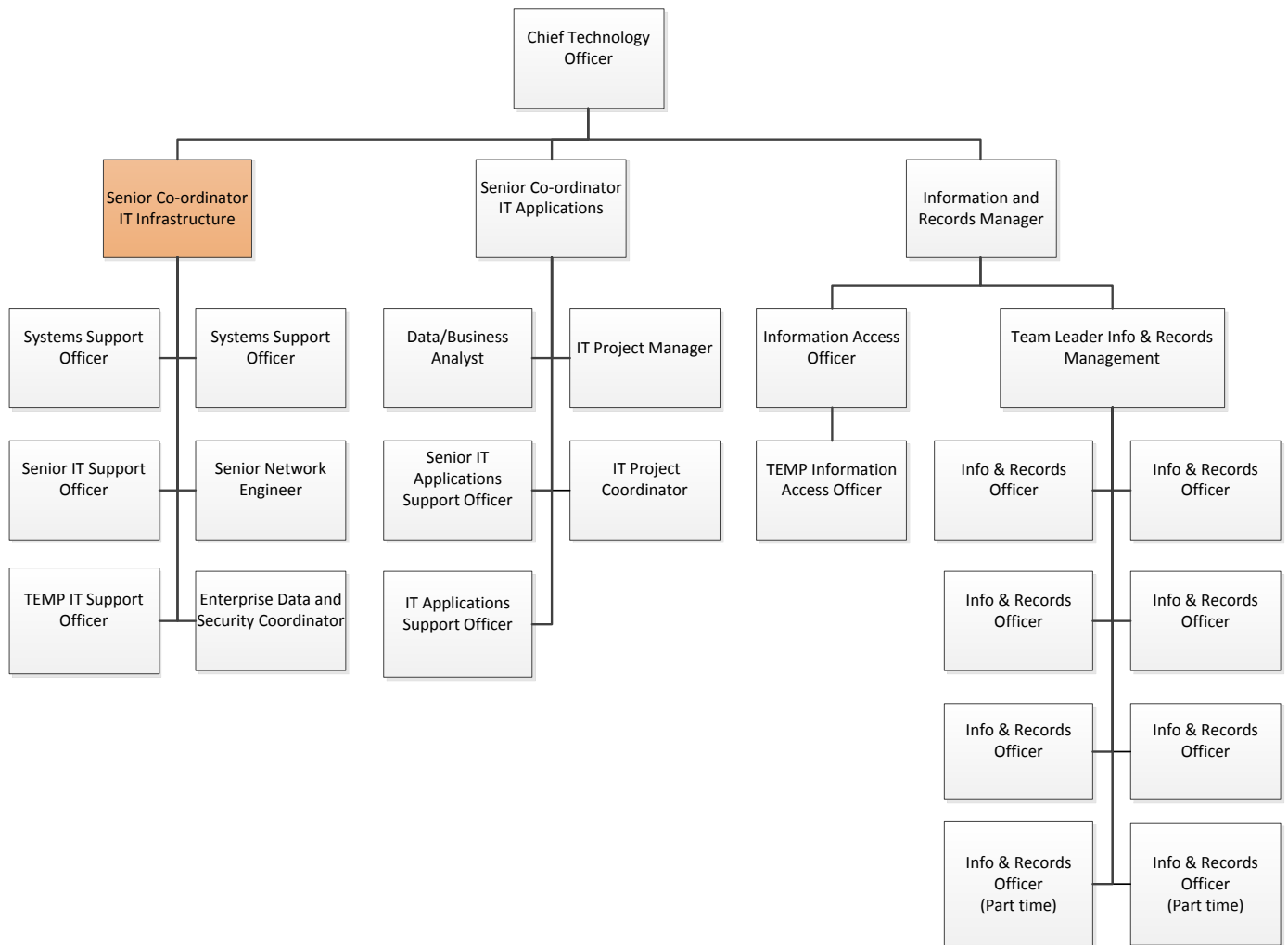
Personal Attributes

- Model respectful behaviours including respect for cultural diversity and encourage staff to work together to generate creative and innovative ideas.
- Experience and skilled collaborator, particularly within a leadership context
- Excellent verbal and written communication skills with the ability to communicate across all levels of the organisation, produce technical documentation, and provide presentations or training as required.

Desirable Qualifications, Experience and/or Skills

- Managed support for HR/CRM/ERP/Records applications
- Extensive experience managing an ITIL environment
- Understanding of Integration Technologies such as API
- Previous experience in local government
- Bi-lingual language skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Responsible for

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the Corporate Services Directorate of the organisation.

- IT system / software and hardware delivery management
- IT support service
- Existing network systems and corporate business applications integration and management
- Telecommunication service

CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

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| 1 | To comply with legislative requirements |
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CORPORATE ACCOUNTABILITIES

2	To provide timely support and expert / technical advice to the organisation
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
6	To engage with the community in accordance with Council's policies
7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
9	To develop and manage budgets
10	To achieve best value for money
11	To efficiently manage built assets and resources
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
18	To actively work toward delivering City of Ryde's Leadership Model.
19	To manage people to realise their individual and team potential
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
22	To provide advice to support ET and Councillors in decision making
23	To build and strengthen strategic partnerships with key stakeholders
24	To recognise and reward results
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
27	To initiate relevant training in accordance with organisational, service and staff requirements
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
29	To keep abreast of and apply industry wide trends, better practice and innovation

WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

OUR VALUES

All employees at City of Ryde are to observe our values which are:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with section 441 of the Local Government Act. As a result, in accordance with Section 449, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

Employee's Name	
Employee's Signature:	
Date:	