POSITION DESCRIPTION

Position Title:	IT Infrastructure Team Leader	Position Code:	ITITL
Division:	Organisational Performance	Grade:	I
Location:	Dubbo/Wellington	Hours/Week:	35
Reports to:	Chief Information Officer		
No. Direct Reports:	2	No. Indirect Reports	Nil

Primary Purpose of Position

The IT Infrastructure Team Leader is responsible for the future planning and day to day operation of Council's critical Information Technology Infrastructure. The IT Infrastructure Team Leader ensures that systems have sufficient capacity, connectivity, security controls, are correctly configured, and are fully operational to support Council's line of business applications.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Team Leadership/Support	• Supervise your team and their duties ensuring that individual accountabilities and performance are monitored and achieved • In conjunction with Council policies, make recommendations to the Chief Information Officer on appointments, promotions and terminations of staff under your control • Ensure that the organisation's policies and procedures are fully understood and adhered to by your team • Provide the communication link from the Chief Information Officer to the members of your team to ensure awareness of relevant key issues • Foster good team work and high staff morale within the team • Participate and contribute to an effective and productive team • Assist in any other matters as requested by the Chief Information Officer or the Director Organisational Performance

Corporate Reporting, planning and Monitoring	• Assist the Chief Information Officer in providing input into strategic plans and documents that include;
	   • Community Strategic Plan
	   • Delivery Plan
	   • Annual Operational Plan and Budget
	   • Agreed briefs and other service agreements
	• Provide input into corporate plans, reports, programs, and policies as required

Key Accountabilities / Duties	
Incident and Request Management	• Responsible for investigating and resolving operational related incident and service requests allocated by the IT Support Team • Investigate and diagnose incidents and problems (including resolution where possible) • Effectively liaise with hardware, software and communications suppliers to ensure operational incidents and problems are rectified as quickly as possible • Resolve assigned incidents, service requests and application problems within agreed service levels • Communicate updates to the Service Desk
Configuration and Asset Management	• Provide asset management services in regard to all ICT equipment
Finance and Administration	• Responsible for the financial and administration management of the Infrastructure support section

Infrastructure and Operations Management	• Provide infrastructure and operations management services to the organisation including but not limited to;
	    • Desktop management
	    • Server management
	    • Remote access
	    • Network management
	    • Data integrity and security
	    • Telecommunications management
	    • Capacity management
	    • Availability management
	    • Cyber security
	    • Disaster recovery planning
	    • Database administration
	    • Operations
	    • Product evaluation and testing
	    • Systems installation and implementation services
	    • Systems evaluation and testing Services
	    • Infrastructure equipment management and planning

Project Work	• Provide project management services in respect to the infrastructure section of the branch • Provide project resources to the business systems team leader as scheduled and agreed • Assist business systems team leader to prepare, outline and detail technical plans • Provide advice and technical expertise

Inherent Requirements of the Position

- A large majority of this role is office based, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computers/electronic systems or other office based equipment
- The occupant of this position will be required to travel between Dubbo and Wellington and operate out of Council's office or depot facilities as necessary
- Maintain high level skills and experience in the operation of computer applications such as word processing, spreadsheets, database and other computer applications relevant to the organisation

Selection Criteria

Essential

1. Bachelor of Information Technology or related discipline, or solid experience in a similar role
2. Demonstrated experience in project management and team leadership
3. Demonstrated experience in supervising, guiding and monitoring staff to achieve objectives
4. High level written and verbal communication skills and ability to write clear, concise and user friendly operational directions, notices and other forms of written material
5. Demonstrated knowledge and experience in network infrastructure including switching, routing, firewall and IP telephony.
6. Superior knowledge and experience in server, virtualisation, storage and related operating systems in a large organisation
7. Demonstrated understanding of industry best practice Cyber Security principles
8. Customer focused with the ability to understand the needs, objectives and constraints of business clients and users

Desirable

9. Demonstrated knowledge and experience in Cloud platforms such as Microsoft Azure
10. Demonstrated understanding of the principles of IT Service Management (ITIL)

Organisation Wide Accountabilities

Corporate Values	All employees have a responsibility to uphold the values of Dubbo Regional Council being:
	
	• Progressive
	  ○ Be Curious, Courageous and Committed
	• Sustainable
	  ○ Balanced Approach To Growth and Opportunity
	• One Team
	  ○ Working Together
	• Integrity
	  ○ Accountable For Our Actions

Work Health and Safety	All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:
	• Complying with Council's WHS policies and procedures
	• Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
	• Reporting any potential hazards, incidents or injuries to their Supervisor or Human Resource Services within 48 hours
	• Participating in any WHS consultation arrangements
	• Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
	• Correctly using all personal protective equipment
	• Complying with emergency and evacuation procedures and site rules if applicable
	• The General Manager, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to:
	• Council's adopted Code of Conduct.
	• Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour

Acceptance:
I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.
I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.
Signature: Date: