

Position description

IT Solutions Coordinator

Division:	Corporate Services
Department:	Information Technology
Reports to:	Manager Information Technology
Budgetary responsibility:	Yes
Number of direct reports:	8
Location:	Yalawanyi Ganya
Grade:	12
Employment status:	Full-time
Date approved:	May 2022

Our Mission

"We deliver benefits for our community in a way that adds value and builds trust".

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

Wellbeing	We value safety, security, health and happiness
Integrity	We are open, honest, accountable and take pride in all we do
Sustainability	We use efficiencies, innovation and cooperation to achieve sustainable results
Respect	We work together respectfully ensuring inclusion, equality and open communication

Position Overview

The IT Solutions Coordinator will lead a team of Solution Specialists responsible for key solutions process, workflow, continuous improvement, and championing these within their area of focus and expertise.

The IT Solutions Coordinator will support business initiatives and strategic efforts that focus on building and leveraging information assets to improve effectiveness and efficiency of the Council service activities (through solutions and applications) across the Directorates.

Key Accountabilities & Duties

- Staff leadership and management including supervision, coaching and development of staff, work planning, performance management, change management and staff recruitment.
- Work with Business unit/s and Business Partners to understand IT and Business Strategy and their implication to platform / technology / application under their responsibility.
- Provide technical recommendations and trade-offs to address business needs and timelines and drive to resolution
- Participate in the continued definition of Council (business and technology) target Strategies
- Influence Negotiate and Lead technology alternative evaluations and implementations across the Technology and Line of Business units.
- Work with IT Leadership to understand IT and Business Strategy and their implication to the platform / technology / application under responsibility
- Accountable to prioritise and manage development and implementation of enhancements / changes
- Manage supplier/consultancy/contractual relationships to ensure superior service delivery.
- Oversee unit and system testing for a platform / technology / application
- Lead project status reporting for area of responsibility
- Identify / mitigate risks to delivering solution (new or change) on time and on budget
- Lead the research, prototype, and productisation of new concepts/ideas quickly to meet developing needs of the overall organisation.
- Knowledge share with the team on the latest technologies, industry trends/changes and the potential impact of the industry trends/changes on the technology.
Promote change initiatives and coach and support team members through change processes.
- Provide a high level of customer service to the community, internal stakeholders and other customers.
- Ensure compliance with relevant legislation and statutory requirements.
- Contribute to a culture of continuous improvement.
- Role model and encourage behaviours that align with Council's Organisational Values.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Key Challenges

- Negotiate and influence numerous stakeholders in a challenging environment

- Management of a multi-faceted, complex and evolving program that impacts across all areas of Council

Decision Making Responsibilities

- Prioritisation and optimisation of corporate system development in line with business and customer needs

Key Internal Relationships

Who	Why
MANEX	Endorse delivery program and sponsor projects within the program
IT Leadership Group	Validate and peer review the direction of program and it's initiatives
Extended MANEX	This group are key sponsors / influencers of the success of the key program initiatives

Key External Relationships

Who	Why
Corporate System Providers	Efficient and effective delivery of the systems requires a strong partnership with our vendors
External consultants	Consulting provides an independent overview of the solution development and contributes to the upskilling of the project teams and MCC staff

Essential Requirements






1. Tertiary Qualifications in Information Technology/Finance or related discipline or demonstrated extensive experience.
2. Extensive technical experience and knowledge of TechnologyOne solutions.
3. Extensive experience working with internal departments to develop solutions
4. Demonstrated experience in leading high performing teams.
5. Demonstrated understanding and application of recognised change management methodologies.
6. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
7. Current Class C Drivers Licence.

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: <http://capability.lgnsw.org.au/?staff-member>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Adept
	Demonstrate Accountability	Adept
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Advanced
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Advanced

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

HR USE ONLY

Is a Working with Children Check required for this position?

Yes ☐ No ☒

Is a criminal record check required for this position?

Yes ☐ No ☒