

# Position description

## Manager Information Technology

Division:	Corporate Services
Department:	Information Technology
Reports to:	Director Corporate Services
Budgetary responsibility:	\$8,000,000
Number of direct reports:	4
Location:	MidCoast Region
Grade:	15
Employment status:	Permanent, Full Time
Date approved:	February 2020

### 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.

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

### Position Overview

Reporting to the Director Corporate Services the Manager Information Technology will lead the Information Technology Department. The Manager is responsible for providing leadership, direction and management to the Department to ensure the achievement of outcomes in line with organisational strategies, objectives, vision and values.

The Information Technology Department is responsible for:

- Functional delivery of IT services and programs that reflect contemporary best practice and support the achievement of Council's business requirements.
- Council's IT capability to maximise return from IT investments to improve Council's operational effectiveness.

The Manager is a member of the Management Team.

### Key Accountabilities & Duties

- Strategic management of the Department including people management and financial management.
- Build IT capability and drive improvements in security, operations, internal customer experience and culture
- Lead the delivery of high quality IT services to the organisation.
- Manage information risks, disaster recovery and security.
- Facilitate, select and implement technology services that satisfy the needs of key stakeholders and allow the achievement of organisational outcomes.
- Develop, implement, review, evaluate and report on the organisation's IT strategic, business and operating plans and associated projects, ensuring alignment with the strategic directions of the organisation
- Provide leadership, support and direction to the Department including coaching and development of staff, work planning, performance management, change management and staff recruitment.
- Utilise project management principles to manage and deliver competing objectives in a complex and politically contentious environment.
- Constructively contribute as a member of the Management Team.
- Initiate, support and champion change and assist the Department to accept and engage with organisational change.
- Contribute to the delivery of organisational outcomes and ensure delivery of the Information Technology Department Operational Plan.
- Ensure the Department provides a high level of customer service to the community, internal stakeholders and other customers.
- Ensure compliance with relevant legislation and statutory requirements.
- Support and 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

- Balancing competing interests and influencing stakeholders to achieve the best business outcome.
- Conveying vision and direction for IT in an environment of change and transformation

- Understanding and translating the latest trends in IT to a non-technical audience to generate business value
- Prioritising IT investment with Council's business goals within capacity, timeframe and budget constraints

### Decision Making Responsibilities

- Financial Delegation to \$100,000.

### Key External Relationships

Who	Why
Vendors/service providers	Negotiate and approve contracts and service agreements. Consult, provide and obtain information, negotiate required outcomes and timeframes. Manage and report on supplier related performance targets.
Other Government agencies	Represent Council's interests and negotiate to achieve optimal outcomes.

### Essential Requirements






1. Degree in Business, Information Technology or related discipline.
2. Demonstrated extensive experience in a senior IT managerial position.
3. Experience in the development and implementation of IT strategy to address current and future organisational objectives.
4. Demonstrated experience in the selection, engagement and management of IT vendors and contractors.
5. Demonstrated ability to meet the focus capability requirements of this position as defined in the position capabilities.
6. 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
 <b>Personal attributes</b>	Manage Self	Advanced
	<b>Display Resilience and Adaptability</b>	<b>Advanced</b>
	Act with Integrity	Advanced
	Demonstrate Accountability	Advanced
 <b>Relationships</b>	Communicate and Engage	Advanced
	<b>Community and Customer Focus</b>	<b>Highly Advanced</b>
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 <b>Results</b>	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
	<b>Deliver Results</b>	<b>Advanced</b>
 <b>Resources</b>	Finance	Adept
	Assets and Tools	Adept
	<b>Technology and Information</b>	<b>Highly Advanced</b>
	Procurement and Contracts	Adept
 <b>Workforce Leadership</b>	<b>Manage and Develop People</b>	<b>Advanced</b>
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Adept
	<b>Lead and Manage Change</b>	<b>Advanced</b>

## 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 ☐