

Melton City Council

IT Project Officer

Position Description

PD: 00067

A thriving community
where everyone belongs

1. Position details

Position Title	IT Project Officer
Directorate	Corporate Services
Service Unit/ Department	Innovation & Transformation
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	IT Delivery Team Leader
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none">• Business Analysts• Technical Analysts• IT Portfolio Officers• Business Unit Customers• All Staff
External liaisons	<ul style="list-style-type: none">• Vendors, Consultants and Contractors• Local Government Peers• Other Government Organisations• Industry Forums

3. General responsibilities for all positions

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.



4. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

5. Child Safe Environment

Melton City Council is committed to ensuring a Child Safe environment.

4. Position objectives

- Manage IT projects following the Council's policies and procedures to achieve the required project outcomes and benefits within the constraints of the approved scope, budget, quality, timeframes, and organisational risk appetite.

5. Key responsibility areas

- Develop high-level project plans, cost estimates and identify resource requirements for individual projects.
- Contribute to the ongoing resource planning of the IT project portfolio and negotiate access to resources at project commencement.
- Monitor IT project and related organisational risks, take remediation actions or escalate where required, and make recommendations.
- Undertake all tasks necessary to implement IT projects successfully from planning through to operational handover following the approved business case, IT Project Management Framework and Council procedures.
- Develop business cases for IT projects and facilitate organisational change to maximise acceptance of the project products.
- Collaborate with stakeholders, including vendors, realise approaches to quality, risk communication, knowledge, change control, and manage the project on all its performance parameters.
- Report on the performance of projects as per project management framework procedures and agreed on project communications approach and assist the project owner in the project's governance.
- Maintain the availability of relevant, current, validated and reliable knowledge and management information to support business process activities and facilitate decision making.

6. Accountability and extent of authority

- Integrate and realise close collaboration with customers, IT architects, business and technical analysts to develop project business cases and project plans.
- Deliver IT projects following the IT Project Management Framework and Council procedures, provide timely advice on issues and opportunities, and escalate to the project board if the project goes beyond the agreed tolerances.
- Coordinate the activities of suppliers, IT and business unit resources in the delivery of projects and establish appropriate project support.
- Manage stakeholder expectations and service acceptance throughout the project management lifecycle and oversee issues through to resolution.
- Manage multiple projects and conflicting pressures in a constantly changing environment.

- Monitor, record, and report on all project performance parameters, such as time, budget, quality, scope, risks, and benefits.
- Contribute to the development of the project management framework, knowledge, tools and techniques.

7. Judgement and decision making

- Make decisions on project delivery following the IT Project Management Framework, applicable Council procedures, and project tolerances.
- Suggest and initiate novel approaches based on experience and expertise when solving issues, in agreement with the supervisor.
- Make decisions on work priorities and timeframes following IT project plans, operational levels of service, and stakeholder needs.
- Guidance on approach to project delivery is available from the supervisor when the IT Project Management Framework or Council procedures lack guidance.

8. Specialist skills and knowledge

- Proficient in applying project management methodologies such as the PMBOK and PRINCE2, and agile ways of working such as Scrum and Lean.
- Proficient in budgeting and scheduling.
- Proficient in stakeholder engagement and management, creating rapport and representing IT in a trustworthy manner.
- Knowledge of organisational policies, strategic direction, processes and procedures in the context of the customer environment.
- Proficient in facilitating workshops, opportunity exploration and issue resolution, understanding and processing user requirements and expectations.
- Understanding of service management frameworks such as ITIL and COBIT.
- Proficient in the functionality of an ITPMO, covering service and project portfolios.
- Knowledge of methods used in business analysis and organisational change management.
- Well-developed understanding of supplier procurement and contract management procedures.

9. Management skills

- Steer and coordinate one or more projects at the same time.
- Recommend and drive project approaches based on project objectives and environment.
- Manage, plan, oversee and direct project activities of the project team.
- Manage, delegate and escalate project issues in a timely and qualitative way.
- Manage and plan own time, establish priorities and set goals.



10. Interpersonal skills

- Well-developed facilitation and communication skills with a demonstrated ability to establish productive relationships with internal and external stakeholders in delivering projects.
- Well-developed liaison and influencing skills to access internal and external project resources and coordinate their project contribution.
- Adaptable to changing situations with the willingness to resolve challenges rapidly.
- Well-developed written communication skills to prepare correspondence, reports and presentations.
- Well-developed collaborative skills and proactive management attitude.

11. Qualifications and experience

- Tertiary qualification in either an IT, project or business-related field with substantial IT project management experience working within a medium-sized corporate environment.
- Experience in applying project management methodologies, such as PMBOK, PRINCE2, and agile ways of working.
- Experience in working with project management and project delivery tools such as Microsoft Project and Atlassian Jira.
- A current valid Victorian driver's licence.

12. Key Selection Criteria

1. Degree or diploma in either an IT, project or business-related field with substantial IT project management experience working within a medium-sized corporate environment.
2. Experience in applying project management methodologies, such as PMBOK, PRINCE2, and agile ways of working.
3. Well-developed facilitation and communication skills with a demonstrated ability to establish productive relationships with internal and external stakeholders in delivering projects.
4. Adaptable to changing situations with the willingness to resolve challenges rapidly.
5. Steer and coordinate one or more projects simultaneously, and manage, delegate and escalate project issues in a timely and qualitative way.
6. Ability to make swift and robust decisions.
7. A current valid Victorian driver's licence.

I confirm I have read the Position Description, understand its content and agree to work following the position's requirements.

Manager Innovation &
Transformation

15/6/2021

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

