

POSITION DESCRIPTION

INFORMATION TECHNOLOGY COORDINATOR

Position Description

Directorate:	Financial and Commercial Services
Reports to:	Manager Customer and Information Services
Position Number:	
Classification:	Grade 5 in Council's salary system
Location:	Narrabri Shire
Award:	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

Position Objective

The Information Technology Coordinator has operational oversight for strategic management and development of Council's information technology services. They are responsible for advising on all matters related to ICT governance, planning, resourcing, whilst coordinating the effective delivery of ICT services and solutions to support organisation.

Key Responsibilities

Operational

- Responsible for the day-to-day IT and information (records management) systems operations within the organisation.
- Coordinate the development of the organisation's ICT strategy and coordinate its implementation.
- Ensure effective and clear IT and information systems governance is in place.
- Ensure policies and procedures are in place which support business requirements that are aligned to overall organisation strategy.
- Maintain the integrity of the organisation's IT disaster recovery and security mechanisms, including hardware, software, and policy.
- Support the delivery of Council's strategic plans by tracking and following up on opportunities & risks, monitoring processes and managing continuous improvement initiatives across the team to help realise greater efficiencies and deliver on IT and information system management excellence.
- Research and implement upgrades and advancements in It and information systems.

- Partner with key stakeholders across the organisation to predict and provide technical solutions enabling functions to operate efficiently and effectively.
- Effectively communicate with, lead, develop and motivate staff.
- Provide accurate and timely information and advice to management.
- Manage the total life process of the organisation's IT hardware, by developing a robust asset replacement and maintenance plan.

General

- Comply with Council's Corporate Values, policies and procedures.
- In accordance with the Work Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

Reporting Relationships

Direct Reports	3
Indirect Reports	1

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Class C Driver Licence.

Authority and Delegations

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time. Refer to these controlled documents for accurate and specific information.

Selection Criteria

Essential

- Tertiary qualifications in Information Technology and/or equivalent industry experience.
- Demonstrated experience in the oversight and management of complete information technology environments, particularly enterprise resource systems and databases.
- Experience in program delivery in line with well-known project methodologies and in consideration of operational and technical issues.

- Demonstrated written and verbal communication skills, including the ability to communicate and negotiate effectively with all levels of the organization and/or public.
- Demonstrated ability to motivate, lead, manage and develop teams, to effectively manage work and resources across a range of projects and tasks.
- Proven ability to analyse operational systems and processes to support continuous improvement and drive innovation, implementing best practice ICT aligned to business needs.

Desirable

- Experience in Local Government.
- Experience in programming, preferably in a Microsoft DOTNET environment.
- Accreditation in Microsoft Server, Exchange or SQL Server and backup software. Demonstrated advanced level experience with Microsoft suite especially office 365 products.
- Demonstrated Windows Group Policy experience, Microsoft Endpoint Manager or SCCM.

Document Review Date

October 2021

I hereby agree that this role statement accurately reflects work requirements.

Authorisation

Manager People and Values:

Director:

General Manager:

Employee:

Name

Signature

Date (dd/mm/yyyy)