POSITION DESCRIPTION

**TITLE:** IT Services Manager

**CLASSIFICATION: Band 3 Level 4**

**CREATED:** February 2018

**LAST REVIEWED: April 2021**

**REPORTS TO:** Director Finance & Community Services

**DIRECT REPORTS:** Helpdesk Operator / Trainee

***This is not a static document, management reserves the right to review and amend this job description in consultation with the position holder from time to time as the need arises.***

#### JOB SUMMARY

* Work across the organisation focusing on managing, improving, analysing, reforming and delivering all Council business information services, deriving maximum return from Council’s investment in technology systems.
* Ensure the security, availability and integrity of data, network access, backup systems, and disaster recovery plans.
* Plan, organise, control, and evaluate information technology, operation technology, and electronic data operations to meet current and future needs, developing and implementing business-focused policy and best practice guidelines for Council.
* Provide a high-level support service through the management of the service desk and provision of network support to all technology users, ensuring robust business and customer-focused systems are established and maintained.
* Maintain Council’s Geographic Information Systems (GIS), mapping applications and spatial databases, liaising with Engineering and Planning and Environmental Services departments.

#### JOB RESPONSIBILITIES

* Responsible to: Director of Finance & Community Services
* Responsible for: Helpdesk Operator / Trainee
* As an employee of Council, the person may be directed to carry out other duties that are within the limits of the employee’s skills, competence and training, to assist the Council in meeting its overall objectives.
* Management reserves the right to transfer staff internally to undertake duties as work programs dictate required staff levels. Wages/Salaries payable following such a transfer shall be in accordance with the NSW Local Government (State) Award and shall be at least equal to the entry level of the positions Band/Level/Grade or higher dependent on the employee’s individual skill level.

#### SPECIFIC ACCOUNTABILITIES

1. **IT ADMINISTRATION**
	1. Manage the operation and development of the information technology network, supporting server systems and technology infrastructure to enable support services and business systems to operate effectively. This includes both on premise and cloud/online infrastructure and applications.
	2. Analyse Operation Technology (OT) and Information Technology (IT) networks for vulnerabilities and opportunities to improve network architecture and security.
	3. Ensure that activities, projects, and advice reflect a whole of council perspective, and considers the impact on the wider organisation in all decision making.
	4. Perform regular operational maintenance of systems, as well as reviewing the way they are set up and used with a view to improve the efficiency and productivity of service provision to our customers.
	5. Prepare policies, procedures, specifications, and plans relating to the implementation, operation, and development of the technology environment to ensure it is used effectively and that it meets the organisations needs into the future.
	6. Ensure the security and integrity of data, network access, backup systems, and disaster recovery plans.
	7. Complete projects by coordinating resources and timelines with user departments and clients, customers, and data centres.
	8. Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking practices; mentoring and training of staff as required.
	9. Proactively manage the approved budget and ensure cost effectiveness.
	10. Provide professional skills and knowledge to be able to provide efficient, timely and quality customer service, technical information, and helpdesk support to Council.
	11. Maintain confidentiality in respect of all dealings of a sensitive or confidential nature.
	12. Develop, communicate, implement, and review Council’s relevant strategic plans, associated policies, and procedures.
	13. Lead, manage, coach and support staff to achieve their goals and the objectives of Council, ensuring you also celebrate successes.
	14. Provide constructive input and technical advice to project meetings as required.
	15. Form positive, collaborate and customer-focused relationships with internal and external stakeholders, working across the organisation to ensure a positive team atmosphere.
	16. Exhibit Council’s core values in all that you do and say, demonstrating behaviour above the line, setting a positive example to inspire staff around you to do the same.
	17. Any duties reasonably requested by Council within the skillset of the job holder.
2. **HELPDESK**
	1. Provide general helpdesk support to council users including but not limited to the Administration building, Blakey Street Depot, Euabalong Depot, Library, Great Cobar Heritage Centre, Children’s Services, Youth & Fitness Centre and Lilliane Brady Village.
	2. Ensure the information technology service desk is managed and operates effectively to assist in the provision of quality internal customer service.
	3. Maintain and improve the organisations desktop/laptop computer environment to ensure systems operate effectively and remain secure.
	4. Configure and deploy approved hardware and software, including mobile devices.
	5. Ensure compliance with software licensing requirements to reduce the risk of liability from illegal software.
	6. Maintain and issue inventory when required and update appropriate asset registers.
	7. Research, review and order appropriate ICT software, hardware and services for Council.

###### GENeral

* 1. Ensure Council maintains an excellent public image by attending to complaints and enquiries promptly and providing advice where appropriate.
	2. Ensure a high standard of administration by providing reports of an excellent standard, quality in detail and substance.
	3. Model and deliver high personal and professional standards and competence.
	4. Ensure that accurate records are kept and accountable documents are certified and delivered to appropriate staff within agreed time constraints.
	5. Ensure all information technology related records are filed appropriately in Council’s Records Management System.
1. **Financial and Other Reporting**
	1. Provide management information by monitoring estimates of cost; detailed program of works including resource allocations, cash flows and review; controlling expenditure including monitoring, forecasting and reporting on activities and taking corrective action as required to ensure compliance with annual management plans and allocated budgets.
	2. Reports, estimates and other relevant documents prepared accurately and within agreed time constraints.
	3. Contribute to the annual forecast of expenditures, reviewed quarterly with the Director.
	4. Correct costing and allocation details provided on all paperwork (including timesheets) within control.
2. **Plant and Equipment**
	1. To ensure Council’s plant, vehicles and equipment is operated and to operate Council’s vehicle in accordance with the Motor Traffic Act, Council’s Code of Practice for the Operation of Plant and Vehicles and the relevant guidelines of the WorkCover Authority and work health and safety legislation.
3. **WHS RESPONSIBILITIES**
	1. Ensure all work is performed in accordance with the requirements of Council’s workplace health and safety policy and procedures.
	2. Ensure all work is performed in accordance with the site-specific risk assessments, SWMS (safe work method statements) and SOPs (standard operating procedures).
	3. Take reasonable care for own health and safety as well as health and safety of others by adhering to safe working procedures including verbal instructions given by supervisors.
	4. Report all identified hazards, accidents/incidents and near misses to supervisor by actively monitoring the workplace to determine presence of hazards and initiate actions to rectify/eliminate the hazard.
	5. Use and maintain all safety equipment and personal protective equipment in accordance with relevant standards.
	6. Commitment to workplace health and safety and promote a risk assessment approach to all activities performed by Council by participating in risk assessment process and attending toolbox and other meetings relating to workplace health and safety requirements.
	7. Have a sound understanding of workplace health and safety requirements associated with employment duties by attending workplace health and safety training sessions.

#### SKILL DESCRIPTORS

Authority and Accountability

1. Accountable for the effective management of major sections of projects within the jobholder’s expertise.
2. As a specialist, advice is provided to executive level and to Council on major areas of policy or on key issues of significance to the Council.
3. The position’s influence has an important role in the overall performance of the IT function.
4. The job requires significant planning since activities and resources need to be coordinated and by the jobholder affect the work and activities of others across the organization.
5. The job will control expenditure that includes salary and non-salary costs. The jobholder specifies requirements as an input to budget development but has no responsibility for generating non-standard revenue.

Judgement and Problem Solving

1. The jobholder will improve and develop systems, processes, methods and techniques.
2. The jobholder will determine the framework for problem-solving or set strategic plans with minimal review by senior management.
3. The position holder may represent senior management in the resolution of problems.
4. The jobholder will oversee problem solving and assessment of the quality of judgements made by less qualified staff.

Specialist Knowledge and Skills

* Expert knowledge of the components that make up a computer network, both physical and virtual, including but not limited to operating systems, desktop applications, network infrastructure, peripherals, server applications, security systems and Cloud technologies.
* Expert knowledge and skill involving elements of creativity and innovation in addressing and resolving major issues is required.
* The jobholder will require specialised knowledge and experience in the use of PCs, operating systems, applications, network and communication technologies, more specifically:
* Microsoft desktop and server operating systems
* Microsoft database technologies
* Microsoft Exchange
* Microsoft Remote Desktop
* Microsoft WSUS & SCCM
* Microsoft productivity and office technologies
* Microsoft Active Directory and Group Policy
* Network Systems
* Backup software
* Firewall Management
* Sound knowledge of the ITIL best practice service support and service delivery processes, particularly in the area of problem, change, release, availability and capacity management.

Management SkillS

1. The jobholder may be required to direct professional or other staff in the planning, implementation and review of major programs, as well as participating as a key member of a functional team.
2. Skills in managing time, setting priorities, planning and organising own work and that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

Interpersonal SkillS

* Interpersonal skills in leading and motivating staff are required
* The ability to negotiate on important matters with a high degree of independence is required
* Develop and maintain strong professional relationships with colleagues and other users in the administration of information technology activities.

Qualifications and Experience

1. The minimum qualification for this job is a tertiary qualification at AQF Level 5 (diploma) in Information Technology or associated discipline.
2. The skills and knowledge for this role are beyond those acquired through study alone, therefore the jobholder will also have a minimum of three years demonstrated experience in a similar management or senior administrator role.
3. The job holder must possess a Class C Drivers Licence.

#### SELECTION CRITERIA

**Essential**

* Tertiary qualifications at AQF Level 5 (Diploma) or above in Information Technology or other relevant discipline, combined with a minimum of three years’ experience in a similar senior administrator role managing the end-to-end delivery of information technology services in a multi-sourced environment.
* High level computer literacy with demonstrated working experience in the management and administration of operating systems, applications, server infrastructure, network and communication technologies.
* Demonstrated high level organisational and time management skills to manage competing priorities, monitor and report progress, complete set outcomes and meet deadlines.
* Demonstrated ability to develop technical and/or complex information and communicate that information clearly and accurately to all levels of Council.
* Strong demonstrated stakeholder management and influencing skills to lead, guide and deliver unified outcomes.
* Demonstrated understanding of current and emerging information technologies to drive improvements in innovation and service quality.
* Outstanding verbal and written communication skills, including the ability to communicate, negotiate and resolve conflict with a wide range of stakeholders; and establish and maintain effective professional relationships with internal customers across all levels of Council.
* Demonstrated experience in financial management and budgetary control.
* Knowledge of and commitment to workplace health and safety practices.
* Class C driver’s license.

**Desirable**

* Previous experience with electronic document and records management systems (EDRMS).
* Previous experience working in the Local Government Industry.
* Demonstrated experience in project management with the ability to manage several projects and work priorities at the same time.

#### COUNCIL’S VALUES



#### CONDITIONS OF EMPLOYMENT

Salary

The position has been evaluated as being in accordance with the NSW Local Government (State) Award up to Band 3 Level 4 depending on qualifications and experience.

HOURS

Council’s Indoor staff work a 35-hour week on a nine-day fortnight. Variations to these hours may be required from time-to-time as approved by the jobholder’s Director.

Some variation in work hours may be required from time to time to ensure the efficient undertaking of the position. Additional hours worked are generally recognised in the form of “time in lieu” rather than payment of overtime.

PRE-EMPLOYMENT SCREENING

Prior to commencement with Council it may be necessary to undergo the following pre-employment screening (at Council’s expense):

* Medical examination (which includes drug and alcohol urinalysis)
* National Police Check
* Background screening (to confirm qualifications and experience)
* Psychometric testing (emotional intelligence, behavioural profiling and cognitive ability)

Performance and Development Review

A Performance and Development Review will be undertaken on a yearly basis utilising pre-determined performance indicators and will include formulation of a career path and training plan.

### VERIFICATION

This section verifies that the position holder has read the above position description and accepts the role and associated responsibilities contained within this document. The position holder agrees to work cooperatively under Council’s policies and procedures including work health and safety, equal employment opportunity and code of conduct.

**Position Holder:** Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date / /