POSITION DESCRIPTION

Title:	**Team Leader Corporate Systems**
Group:	**Business Technology and Customer Services**
Reports to:	**Manager Business Information Solutions**
Grade:	**18**
Position Allowances:	**Nil**
Hours:	**35hpw**
Number of Direct Reports:	**1**
Number of Indirect Reports:	**Nil**
Vehicle:	**No**
Position Code:	**74053**
Pre-placement Medical:	**Not required**
National Police History Check:	**Not required**
WWCC Check:	**Not required**
Date Developed:	**March 2017**
Date Reviewed:	**June 2018, November 2020**

Position Purpose

The role of Team Leader Corporate Systems is to optimise and support Council's software solutions ensuring the services provided meet the needs and expectations of the organisation. The role is a customer focused role, delivering initiatives to facilitate innovative ways for Council's information and software solutions to be used to deliver outstanding customer experience and business improvement.

Qualifications and Experience
(Minimum required/essential for success in the job)

Essential:

- Relevant Degree in Information Technology or equivalent accredited industry based learning with relevant professional courses.

- Demonstrated experience in the operation, support and administration of software systems and applications for a large organisation including the design and development of business system solutions in a complex enterprise environment via in-house or outsourced parties.

- Demonstrated experience leading initiatives to facilitate innovative ways for software solutions to be used to deliver outstanding customer experience and business improvement.

- Demonstrated supervisory experience with the ability to lead, support and motivate a team.

- Demonstrated experience in the provision of customer service to internal and external customers.

- High level of interpersonal, written and oral communication skills.

- Proven problem solving, analytical and time management skills.

- Experience in using a quality management system or other business improvement initiatives.

Desirable:

- Local Government knowledge and experience.

- Knowledge and experience in TechnologyOne One Council Local Government business solutions.

- Experience in the management and delivery of Business Technology projects.

Main Activities/Tasks

Council operates on the principle of existing to provide benefits for our Community, Councillors, Customers and the Council itself – we call these the 4C's. This position is required to do everything they can to identify, develop, resource, provide, support and measure benefits to the 4C's.

Technical Responsibilities

- Manage and maintain corporate systems across Council including, but not limited to; Property and Rating (P&R), Financial, Enterprise Asset Management (EAM), Customer Request Management (CRM), Electronic Document Management System (EDMS) and Online systems etc.

- Perform troubleshooting and Level 2/3 support where required.

- Ensure completeness of root cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.

- Ensure applications/software environments are fully maintained with appropriately supported updates, patches and/or service packs in line with good practice system maintenance policies.

- Develop and maintain professional relationships with key stakeholders (Business Technology and the business), including relevant third parties and strategic partners.

- Identify opportunities, implement and review options to improve the efficiency of Council's business processes and workflows.

- Manage Business Technology projects and complete all necessary planning, meetings, communications, and reporting as assigned by Manager Business Information Solutions.
- Develop and deliver training and materials to support the implementation of new business processes and Information Systems.
- Encourage and promote the adoption of new technology, business processes and continuous improvement.

Leadership and Communication

- Act with integrity by demonstrating professionalism and setting an example for others to follow.
- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve.
- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate.
- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective use of resources.
- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions.
- Lead the team including assisting with the professional development of team members to enhance skills and promote cross-skilling and performance reviews.
- Provide support, coaching and mentoring to team members to ensure that all objectives and commitments are fulfilled in line with expectations, agreements and standards.

Work Health & Safety

- Required to take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Accountability and Behaviours

- To ensure that they are accountable for their behaviours in the delivery of their duties noted in the position and other functions relating to their role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.
- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.

- Apply and demonstrate the four principles that together form the focus of the organisation, namely the 4C's: Community, Councillors, Customer and Council.