



Application Services Manager

POSITION PROFILE

Division	Corporate Support	Status	Full Time
Unit	Information Management & Technology	Salary Grade	Manager
Reports to	Chief Information Officer	Reviewed	August 2022

STRATEGIC INTENT

Sutherland Shire Council has 4 operating divisions namely Shire Assets, Shire Infrastructure, Shire Services and Corporate Support.

The Information Management and Technology Unit (IM&T) sits within Corporate Support and provides a range of ITC services directly to the community and to Council staff (approx. 1500).

As well as BAU operations, IM&T is responsible for delivering a program of work aim at improving the following focus areas:

- Employee experience
- Customer experience
- Delivery excellence
- Operational excellence
- Future Growth
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POSITION PURPOSE

The Application Services Manager is responsible for the availability, maintainability and security of IT applications used across the organisation both through direct resource management and through smart sourcing partnerships.

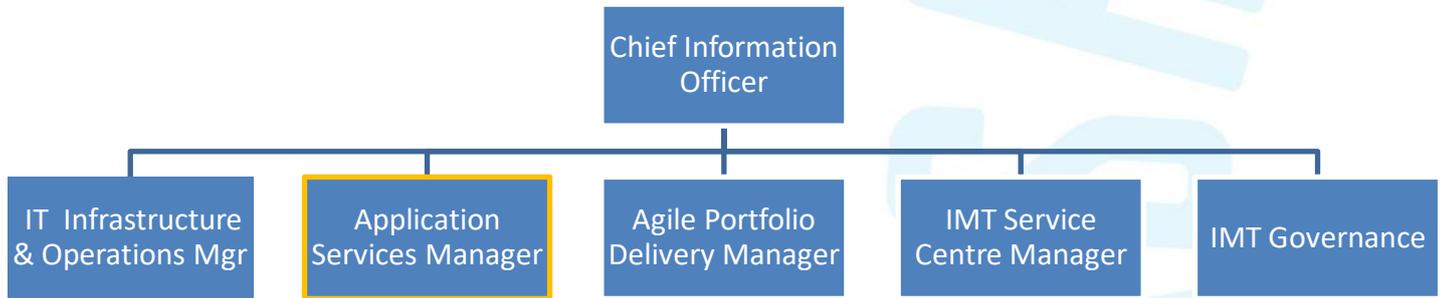
The Application Services Manager provides strong leadership and support to a team of application specialists, developers and data specialists, whilst working collaboratively with the business and other IT streams to implement solutions that fit with our architecture and strategy.

The position is responsible for driving key initiatives of Council's Information, Customer & Technology Strategy, including the move to SaaS and cloud hosted solutions and ensuring a robust support model for the One Council ERP suite and Councils highly valued GIS/LIS systems.

The Application Services Manager is responsible for ensuring that Council's application services are integrated, available, secure, robust, responsive and commercially optimised in relation to current and emerging business needs.

The Application Services Manager provides thought leadership in terms of emerging trends and innovation in the application solutions space.

ORGANISATIONAL STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

- Manage the provision of secure and stable application services to support business outcomes, enhancing customer satisfaction, within the adopted IT Governance Framework leveraging internal resources and smart sourcing partnerships
- Work collaboratively as part of the senior IT leadership team to ensure delivery of Council's ICT Strategy and Implementation Plan and the service improvement plan for IM&T.
- Build a high-performing team by providing SMART goals, coaching, learning and development opportunities and creating an environment oriented to trust, open communication, creative thinking, collaboration, and continuous improvement.
- Support the management of major IT incidents and advocate other service management processes including problem management, knowledge, transition and change management processes
- Ensure robust support, design and configuration documentation for IT Applications
- Perform technical evaluation of requirements and assessments of requests for new and changed applications
- Endorse critical design decisions to ensure that solutions match the enterprise architecture and specific operational requirements.
- Manage organisational risk specifically where it relates to the security of Councils data and applications
- Maintain currency with industry best practice to ensure applications solutions are fit for purpose, the latest development techniques are being used and champion opportunities for innovation
- Ensure technology currency through an ongoing program of review, update and retire building business cases where appropriate to secure funding.
- Develop and implement appropriate models and partnerships to ensure the ongoing availability and support of applications and ensure effective management of engaged vendors

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> - You will have tertiary qualifications in Information Technology, Computer Science, or a related discipline. - NSW Drivers Licence - Full COVID Vaccinations
	Desirable	<ul style="list-style-type: none"> - Contemporary industry certification relevant to the position - Spatial/GIS expertise - Exposure to AI and/or RPA technologies - Experience with the OneCouncil ERP suite
Experience or skills	Essential	<ul style="list-style-type: none"> - You will have substantial experience leading an application management or development team that built or configured business information systems within a medium-sized organisation. - You have exceptional leadership skills with a demonstrated ability to build highly motivated, organised, customer focused, and professional teams, with a focus on continuous improvement. - You will have experience with modern development techniques including the use of low-code and no-code platforms. - You will be proficient in applying service management and governance practices such as COBIT and ITIL and understanding the application of architecture frameworks such as TOGAF. - You have exceptional communication skills with the ability to communicate technical and non-technical concepts to a wide range of stakeholders. - You will have superior organisational, time management, prioritisation and problem-solving skills. - You will have experience in the development of strategic partnerships and the ongoing effective management of vendors and contracts. - You are proficient in applying process-driven (service lifecycle) and change-driven (agile) approaches using methodologies such as PRINCE2 Agile and DevOps - Experience with the development and implementation of effective Quality Assurance (including testing) frameworks and secure coding standards

CORE CAPABILITIES

Attributes

Leadership: Provide clarity of direction, model our corporate values, capacity to identify and implement change, build team and individual capability, support continuous improvement, and the highest standards of professionalism.

Goals oriented: Work to achieve organisational, directorate and divisional goals, taking on challenging tasks when necessary, display initiative.

Strategic thinking: Critically examine problems, considering available information, and balancing alternative perspectives, to identify and implement appropriate solutions.

Tactical planning: Effectively plan and utilise available resources to deliver value-add outcomes for the business.

Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.

Relationship management: Build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity. Constructively deal with difficult issues.

Team focussed: Mentor team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees.

Decision making: Achieve desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

Problem Solving: Uses rigorous logic and a variety of problem solving methods to develop workable solutions. Leads cross team efforts to solve complex issues. Involves diverse perspective in thinking and testing solutions

OUR VALUES



Behaviours

- **Collaborate** - be open and welcoming, genuinely connect to others, include others, work together as one
- **Achieve** - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day
- **Respect** – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others
- **Evolve** – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

CORPORATE OBLIGATIONS

Employees	Up to 15 developers, Spatial Specialist, ECM specialists, Enterprise Application admins (One Council), Data Modellers and Reporting Specialists
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work, and demonstrate safety leadership.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behavior Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction

Continuous Improvement	Identify obsolete and inefficient practices and implement changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

- May be required to work additional hours to ensure availability of Council systems as and when required.