

## Position Description

### Team Leader Enterprise IT Infrastructure

<b>Position Title</b>	Team Leader Enterprise IT Infrastructure	<b>Role ID</b>	ITTLI32
<b>Division</b>	Corporate Services	<b>Unit</b>	Information Technology
<b>Job Grade</b>	8	<b>Award</b>	35
<b>Reports To</b>	Manager Information Technology		
<b>Revised/Created</b>	September 2022 – Created		

### Primary Objective

- The position is responsible for:
  - IT Infrastructure (physical and logical domain) architecture and delivering a reliable, modern and high performing infrastructure environment for Council .
  - Data Centre, cloud based IT infrastructure, network, applications desktop environment and standard operating environment, end user mobile devices, communications/voice, CCTV and online resources, while implementing the appropriate measures to secure and protect the integrity of all IT computer infrastructure.
  - Contracts and Vendor (20+) Management & Negotiations.
- Lead the work and activities of the Network and Computer Infrastructure teams including Cyber Security to deliver a cohesive, high quality service that facilitates partnerships across Council while helping with process innovation, new infrastructure solutions and resilience/ business continuity.

### Values Statement

#### What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and  
are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

### Organisational Environment

#### CORPORATE SERVICES

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations, finance, revenue, information technology, GIS and integrated planning and reporting.

#### Information Technology Unit

The Information Technology Unit is responsible for all the organisation's IT needs:

- Infrastructure team – a collective of professional staff who manage server infrastructure, network networking/topologies, cyber security, control access to resources/systems, software deployment, telephony, mobility and CCTV;
- Business Systems - Business Systems Analysts provide business process re-engineering, applications development, systems analysis, project management, product support, training and business solutions assistance to staff; the GIS team supports Council's geographic information

## Position Description

### Team Leader Enterprise IT Infrastructure

systems infrastructure and provides GIS application knowledge, training and assistance to Council's operating units and external customers;

- Client Support team - the front face of IT that provides a host of core 1st and 2nd level support functions directly to Council staff.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of sustainability in all operations and responsibilities.

### The Position

---

Lead the work and activities of the Network and Computer Infrastructure teams to deliver a cohesive and high quality service to our customers, facilitating and forging partnerships with the different areas in Council and help solve problems/issues, with the provision of systems analysis, implementing and improving systems processes through automation, streamlining and integration while improving user experience.

Develop and execute a section plan that aligns the section's projects and operations in relation to the Information and Communication Technology (ICT) Strategy and Roadmap and Council's Operational and Strategic Plans.

Project manage major Infrastructure Systems implementations and upgrades to ensure delivery of services and programs on budget and time, while the position is expected to show a high degree of initiative and independence and will normally resolve issues without reference to the Manager Information Technology.

Develop and execute sound IT Infrastructure management practices and ensure that systems and networks are well maintained, fit for purpose, future-proof, and that the organisation is getting maximum value from the portfolio.

Lead and coordinate multiple projects in the development of Cloud based information technology products including establishing project schedules, timeframes, budgets, establish appropriate legal and commercial environment, and negotiate agreed outcomes and quality standards in the delivery and functionality of the products and services.

Establish work with the relevant stakeholders to identify and deliver opportunities for improvement of our network and computer systems, develop information and solutions to support the business, manage risks, and ensure that change is well planned and adopted in the organisation.

Identify and deliver opportunities for improvement of our corporate systems and networks, develop solutions such as IOT and mobility to support the business, manage risks, and ensure that change is well planned and adopted.

Design, recommend, develop and maintain a sustainable and comprehensive IT Support model in collaboration with other IT staff and Manager IT, with the development, testing, maintenance and updating of a current functioning business continuity and disaster recovery plan for Network and Computer Infrastructure including Cyber Security Strategies and Policy.

Develop and adopt best practice frameworks and processes for IT Service, Release, Incident, Change Management, and Service Continuity, with staff training and development, process improvement and communication opportunities identified.

Participate in the change management associated with new or updated hardware or software systems including the contribution to modernisation and innovation of IT systems which deliver measurable value to customers.

Manage the maintenance of hardware and software inventory with proper asset records in place including compliance with software licensing requirements.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

## Position Description

### Team Leader Enterprise IT Infrastructure

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Staff Management	<ul style="list-style-type: none"><li>• Lead, motivate, support, develop and manage a high skilled team consistent with Council's values, policies and systems.</li><li>• Cultivate a positive and proactive culture, providing opportunities to learn and empower staff to develop to improve performance.</li><li>• Manage and monitor staff performance and recruitment processes, including providing regular feedback and performance reviews.</li><li>• Plan and allocate staff work activities and coordinate resources for multiple work groups/ projects.</li><li>• Ensure Council's direction is clearly communicated and implemented.</li><li>• Model respectful behaviours and encourage staff to work together to generate creative and innovative ideas.</li></ul>
2. Leadership and Service Management	<ul style="list-style-type: none"><li>• Provide overall vision and strategic planning for Council's Network and Computer Infrastructure including integration in line with the ICT Strategy and Council's Community Strategic Plan and Delivery Program.</li><li>• Lead, facilitate and monitor achievement of outcomes and projects by staff, ensuring services are delivered, an exceptional client experience is achieved, and evaluate client satisfaction in order to continually improve service delivery.</li><li>• Provide independent expert advice and guidance to the IT Manager and Executive</li><li>• Develop and adopt best practice frameworks and processes for IT computer and network infrastructure management and business continuity.</li><li>• Review, develop, update and execute operational policies, procedures, goals and service plans that ensures relevance, effectiveness and compliance with requirements.</li><li>• Define, plan and control project scope, schedules and communications.</li><li>• Lead and facilitate the development and implementation, review and maintenance of systems and procedures.</li><li>• Plan, assess, monitor and control project risks including scope, time and budget creep.</li><li>• Determine procurement requirements and conduct procurement process activities.</li><li>• Manage and negotiate with vendors and contractors service level agreements (SLAs), implementation of new or upgrades of new or current computer and network infrastructure.</li><li>• Continually review objectives, targets and performance indicators to identify opportunities for improvement.</li><li>• Proactively identify and address areas for continual improvement of corporate applications and programs, systems and approaches, including opportunities for improved efficiencies, learnings and outcomes.</li><li>• Plan, develop, manage and review the budget to ensure cost effectiveness.</li><li>• Needs a high degree of initiative and independence.</li></ul>

<b>3. Technical / Operations</b>	<ul style="list-style-type: none"> <li>• Plan, manage and modernise Council IT infrastructure portfolio, including architecture.</li> <li>• Plan and implement IT Infrastructure solutions, to ensure Council's computing requirements are met efficiently.</li> <li>• Plan, design and deliver an IT Infrastructure architecture which is modern, sustainable, fully aligned to customer requirements and delivers measurable value to clients.</li> <li>• Develop and deliver solutions such as IoT (Internet of Things) based on client requirements</li> <li>• Manage the delivery of Cyber Security solutions and policies.</li> <li>• Ensure that any new solutions are integrated into Council systems and meets functional requirements, system compliance, and interface specifications.</li> <li>• Ensure compliance with all policy and protocol guidelines within area of control.</li> </ul>
<b>4. Communication and Collaboration</b>	<ul style="list-style-type: none"> <li>• Have outstanding communication and influencing skills including presentations to ELT and CMT</li> <li>• Encourage and maintain positive working relationships to ensure a professional and collaborative working environment.</li> <li>• Plan communication and consultation approaches, messages, timing and staging to maximise computer infrastructure and networking objectives, proactive resolution of issues, and efficiencies for staff.</li> <li>• Promote Council's IT service to internal and external customers.</li> <li>• Able to articulate complex and technical matters in simple terms.</li> <li>• Communicate and collaborate to achieve organisational goals and objectives.</li> <li>• Prepare and deliver reports, recommendations, or alternatives that address existing and potential problem areas.</li> <li>• Collaborate in the planning, design, development, and deployment of new IT Infrastructure solutions, and enhancement of existing solutions.</li> <li>• Communicate regularly with internal/external technical and operational staff, to ensure systems integrity and security is maintained.</li> <li>• Liaise with information technology vendors and consultants.</li> <li>• Provide briefings, advice and recommendations (verbal and written) in a timely manner to Directors and Managers on new and enhanced system applications.</li> </ul>
<b>5. Documentation</b>	<ul style="list-style-type: none"> <li>• Develop protocols and guidelines to ensure efficient service delivery and project and change management.</li> <li>• Perform independent technical and non-technical research and documentation.</li> <li>• Develop, maintain and implement technical documentation, systems diagrams, workflows, business processes and work procedures to ensure consistency in operation and their continued improvement.</li> <li>• Develop system reports and custom requests for users.</li> </ul>
<b>6. Issue Resolution/ Incident Management</b>	<ul style="list-style-type: none"> <li>• Resolve complex problems using analysis of information to ensure the continuity of Council's systems.</li> <li>• Ensure the restoration of normal services as quickly as possible.</li> </ul>

## Position Description

### Team Leader Enterprise IT Infrastructure

	<ul style="list-style-type: none"><li>• Minimise the impact of incidents on the business and ensure that the best possible levels of service quality and availability are maintained.</li><li>• Ensure that all incidents and service requests are recorded and processed consistently.</li><li>• Provide accurate and meaningful information that allows the number of incidents to be reduced, other support processes to be optimised, and management reporting to be carried out.</li><li>• Evaluate user's requests in terms of priorities and perform analysis of user problems.</li></ul>
<b>7. Project/ Risk Management</b>	<ul style="list-style-type: none"><li>• Lead high-level objectives and improvements in relation to the implementation of new IT Infrastructure / Systems and major upgrades.</li><li>• Plan and undertake internal audits of projects, and project sponsors, owners, subject matter experts and teams to ensure compliance with all appropriate systems, protocols and practices.</li><li>• Develop project briefs with the relevant stakeholders to ensure scope, funding, timing, and success criteria are clearly defined.</li><li>• Identify, prioritise and manage project stakeholders, risks, resources, budgets and timing to enable early reporting and interventions that result in the successful delivery of the project.</li><li>• Setup governance and risk management frameworks to minimise any negative impacts to Council's business operations.</li><li>• Able to project manage multiple projects that can have major impacts across Council and ensure resource coordination.</li><li>• Project close-out, post implementation review including documentation, debriefs and lessons learnt.</li><li>• Plan, assess, monitor and control project risks including scope, time and budget creep.</li></ul>
<b>8. Change Management</b>	<ul style="list-style-type: none"><li>• Manage change and delivery of projects on time, in scope and within budget.</li><li>• Participate in the change management associated with new or updated corporate applications.</li><li>• Provide assistance to the testing and deployment of changes /releases through the formal change management process.</li></ul>

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. The capacity to respond to a busy work environment and provide other team members with assistance in times of high demand is essential.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

### Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol: [WHS Responsibilities, Authority and Accountabilities Protocol](#)

## Position Description

### Team Leader Enterprise IT Infrastructure

#### Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

#### Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure: [WHS Infection Control Standard Operating Procedure](#)

### Organisational and External Relationships

#### Organisational Relationships

- Unit Managers
- Systems and Corporate Application Owners
- Other internal staff.

#### External Relationships

- Vendors and Service providers.
- Local authorities.
- Relevant industry associations

#### Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the IT Manager. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee.

### Delegations and Authorities

---

#### Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

### Selection Criteria

---

#### Knowledge and Competence: (to be addressed in full when making application)

1. Demonstrated extensive industry experience in at least one of the following:
  - a. Development and execution of IT Infrastructure strategies and associated roadmaps.
  - b. Networking and Computer Infrastructure architecture, design and delivery management.
  - c. Cyber Security enterprise solutions and Policies.
2. Strong leadership skills and proven ability to build a high performance team with demonstrated ability to lead and manage a team and its functions to achieve outcomes that address current challenges for the Council and its commitments to the community.
3. Solution focussed with demonstrated experience in setting clear goals, standards and expectations and is accountable for the delivery of outcomes and behaviours.
4. Demonstrated skills and knowledge in contemporary IT management practices, staff management and development, performance management, change management and quality management systems.
5. Significant experience with large-scale organisational change efforts and demonstrated capability developing change management deliverables including impact statements, change management strategies, stakeholder analysis, communication plans, training plans and sponsor roadmaps



## Position Description

### Team Leader Enterprise IT Infrastructure

6. Excellent analytical, conceptual thinking and problem solving skills with demonstrated ability to drive the development of future business and data management process models and ability to work under pressure and meet deadlines
7. Demonstrated knowledge and understanding of SLAs (Service Level Agreements) and methods of negotiating, monitoring and evaluating their performance
8. Superior customer service skills, with the capability to inspire and support innovative thinking
9. Strong interpersonal communication skills including oral and written, negotiation, collaboration and exceptional stakeholder management skills.
10. Experience in vendor management and contract management and negotiation
11. Current Vehicle Licence – Car.

#### Desirable:

1. Degree in Information Technology, Computing Science or related discipline along with demonstrated experience working in a similar role.
2. Local Government knowledge and working experience
3. Knowledge in Networking/Communications and IT Computer Infrastructure portfolio management
4. Experience in Cloud computing, IOT and Scada networks

#### Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview. Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position.

[View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Highly Adept
Display Resilience and Adaptability	Highly Adept
Act with Integrity	Highly Adept
Demonstrate Accountability	Highly Adept
<b>Relationships</b>	
Work Collaboratively	Highly Adept
Communicate with a Customer and Community Focus	Highly Adept
Influence and Negotiate	Highly Adept
<b>Results</b>	
Plan and Prioritise	Highly Adept
Think and Solve Problems	Highly Adept
Deliver Results	Highly Adept
<b>Workforce Leadership (supervisory roles only)</b>	
Manage and Develop People	Highly Adept