

Position Description

POSITION TITLE:	Manager Information and Communication Technology
DEPARTMENT:	Corporate Services
SECTION:	Information and Communication Technology
CLASSIFICATION:	Band 3 Level 3 Grade 16
HOURS PER WEEK:	35
REPORTS TO:	Assistant General Manager Corporate Services
NO. DIRECT REPORTS:	2
BUDGET RESPONSIBILITY:	Develops a complete budget for the section
DATE OF LAST REVIEW:	28 August 2017

PURPOSE OF THE POSITION

To plan, implement and manage systems and operations to ensure Council's information and communication technology requirements are met efficiently and economically.

SELECTION CRITERIA

Essential

1. Relevant tertiary qualifications, or equivalent experience
2. Extensive, relevant experience in an ICT environment
3. Demonstrated managerial skills with the ability to organise and manage conflicting work priorities
4. A high level of interpersonal skill, including the ability to communicate effectively (both verbally and written) to all levels of a multi-disciplined organisation
5. Excellent problem solving and negotiation skills
6. Ability to develop and implement operational plans and strategic forward plans
7. Experience with network systems administration and security
8. Class C drivers licence
9. Commitment to customer service, teamwork, safety and workplace equity and diversity

Desirable

10. Local government experience
11. Ability to understand, evaluate and report on current information and communication technology
12. Good working knowledge of GIS
13. Experience with electronic records management systems

KEY RESPONSIBILITIES	
Key Result Area	Primary Activities
Management of the Information Technology Section	<ul style="list-style-type: none"> • Ensure Council's suite of software has appropriate licences • Arrange modifications/enhancements to software to suit Council's requirements • Maintain hardware and networks in conjunction with service technicians • Investigate and recommend computer hardware/software purchases • Oversee and maintain fit for purpose Geographic Information Systems • Administer Electronic Records Management software • Provide effective support for Electronic Records Management software • Ensure all systems available are implemented and operating satisfactorily • Liaise with user departments to ensure that systems, databases and facilities are developed and scheduled to meet requirements • Provide assistance, advice and training to other staff members • Ensure security, safe storage and retrieval of data • Ensure efficient and effective use of technology • Maintain full documentation of all hardware/software systems • Represent Council on ICT matters including user groups and strategic forums • Identify and coordinate ICT training • Prepare reports to Council on all ICT matters • Develop and implement ICT operational plan • Develop and implement ICT Strategic Plan • Develop and implement Disaster Recovery Strategy • Provide effective and tested business continuity plans • Prepare and control departmental budget within approved limits
Leadership and Relationships	<ul style="list-style-type: none"> • Represent the Section ensuring that section activities, projects and advice reflects a whole of Council perspective and considers the impact on the wider organisation. • Lead in a professional and ethical manner, promoting the vision, purpose and values of the organisation. • Provide the communication link from the Assistant General Manager to the members of your section. • Form positive, collaborative and customer-focused relationships with internal and external stakeholders.
Team/People Management	<ul style="list-style-type: none"> • Manage and coordinate the Information and Communication Technology team and their duties ensuring that individual accountabilities and performance are monitored and achieved. • Manage and coordinate contractors and consultants, including monitoring performance to ensure objectives are met within agreed timeframes. • In conjunction with Council policies, make recommendations to the Assistant General Manager on appointments, promotions and terminations of staff under your control. • Ensure appropriate communication to all staff in the Section to ensure awareness of relevant key issues. • Foster a culture that values its people and encourages and supports collaboration, respect, service excellence, integrity and innovation.

Corporate Reporting, Planning and Monitoring	<ul style="list-style-type: none"> • Coordinate the Section's requirements of the corporate planning process • Prepare, monitor and implement the Section's input into the following strategic plans and documents for approval: <ul style="list-style-type: none"> – Section budget – Forward Financial Plan – Operational Plan – Delivery Program • Provide input into corporate plans, reports, programs and policies as required and monitor the Section's performance. • Implement organisational systems within the Section in accordance with Council's strategic plan and policies.
OTHER KEY CORPORATE RESPONSIBILITIES	
Work Health and Safety	<ul style="list-style-type: none"> • Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm • Participate in development of safe work methods and risk assessments with your supervisor when required; • Actively participate in WHS inductions and training when required; • Wear personal protective equipment (PPE) in the prescribed manner and when specified; • Participate in workplace inspections if required; • Take care of any plant or equipment of any kind, including computer and other telecommunication devices; • Participate in emergency preparedness training, including any required knowledge for business continuity plans • Report all hazards, near misses and damage to Nambucca Shire Council's property to the General Manager (or delegate). • Where required for the position, either by legislation or through Nambucca Shire Council's policies and procedures, maintain all certificates, licences, operative training etc, and advise the General Manager (or delegate) of any change to these, including vehicle licences. • Report all injuries/illnesses to the General Manager (or delegate) immediately; • If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable. • Report any potential public liability and professional indemnity exposures in your workplace to the General Manager (or delegate).
Council's Policies and Procedures	Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed
Customer Service	Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – to both internal and external customers.
Equal Employment Opportunity	Comply with the requirements of the Anti-Discrimination legislation and Council's policies and procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure an harassment-free workplace.
Ethical Conduct	Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Environmental Protection	Comply with the requirements of legislation and Council's policies and procedures relating to environmental protection. Take appropriate action to ensure the protection of the environment.
Statutory Obligations	Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

Records Management	Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
Teamwork	Support and promote teamwork through co-operation and communication.

OUTPUT MEASURES

- Effectiveness of operational plan
- Daily availability of all computer functions
- Effective and timely resolution of staff ICT problems
- Technology enhancements in line with industry standards
- Training needs identified in operational plan
- Profile/recognition of the ICT section within the organisation
- Completion of projects within budget and time frame
- Efficient utilisation of resources
- Effective security, back-up, storage and retrieval of Council data
- Effective and timely implementation of software and hardware up-grades.
- Efficient records management system
- Efficient geographic information systems
- Effective security of Council's networks

ACCEPTANCE

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Nambucca Shire Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date:

SALARY PROGRESSION CRITERIA		
Entry	Achieved (✓)	Assessment Date
Advise staff on specialised software packages		
Compose correspondence and reports (AF25013)		
Contribute to the selection of staff (CU11030)		
Deliver on the job training		
Demonstrate awareness of and commitment to EEO principles		
Develop and apply disaster recovery procedures		
Develop and implement operational plans (CUO5012)		
Develop, implement and review policies and procedures		
Drive motor vehicle (Class C licence)		
Ensure Council complies with legislative requirements		
Follow defined WHS policies and procedures (CU07021)		
Liaise with software provider		
Maintain integrity of computer system (viruses etc)		
Maintain integrity of data files		
Manage finances within a budget		
Manage, support and develop Staff(CUO2006)		
Plan acquisition of hardware and software		
Prepare a budget (CUO6019)		
Provide effective service to customers (CU03007)		
Provide hardware and software support		
Provide quality and timely advice to Council		
Recommend action for improving work procedures		
Records management systems		
Represent Council on computer user groups		
Undertake workplace learning (CU09026)		
Work effectively in the local government context (CU09025)		
Step 1	Achieved (✓)	Assessment Date
Competencies		
Administer contracts (CU1002)		
Compose software programs for specialised enquiries		
Identify new technology		
Prepare contracts (CU01001)		
Provide user support / consultancy services		
Radio technology		
Understand Council's structure and functions		
Performance Criteria		
Data storage		
Disaster recovery		
Ensure accuracy of budget responsibility		
Facilitate use of new technology		
Forward plan		
GIS		
Hardware resources		
Maintenance contracts		
Provide quality advice to Council		
Records management		
Software systems		
Software upgrades		
System response times		

SALARY PROGRESSION CRITERIA		
Step 2	Achieved (✓)	Assessment Date
Competencies		
Establish cooperative arrangements with other organisations CU05018		
Facilitate reduction in costs and enhancement of value AF27009		
Server technology		
System performance		
Undertake strategic planning CU05011/CU05012		
Web site construction and maintenance		
Performance Criteria		
Data storage		
Disaster recovery		
Ensure accuracy of budget responsibility		
Ensure Council complies with legislative requirements		
Facilitate use of new technology		
Forward plan		
GIS		
Hardware resources		
Maintenance contracts		
Provide quality advice to Council		
Records management		
Software systems		
Software upgrades		
System response times		
Step 3	Achieved (✓)	Assessment Date
Competencies		
Benchmarking		
Develop and implement operational plans for IT		
Develop and implement organisation improvement and change strategies CU05013		
Implement and monitor the organisation's WHS policies, procedures and programs CU07022		
Promote Council's mission and services CU05017		
Performance Criteria		
Data storage		
Disaster recovery		
Ensure accuracy of budget responsibility		
Ensure Council complies with legislative requirements		
Facilitate use of new technology		
Forward plan		
GIS		
Hardware resources		
Maintenance contracts		
Provide quality advice to Council		
Records management		
Software systems		
Software upgrades		
System response times		