



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION: Information Technology Coordinator

DIRECTORATE: Corporate and Community Services

DEPARTMENT: Innovation and Council Business

CLASSIFICATION: Band 8

EMPLOYMENT STATUS: Full time ongoing

CURRENT OCCUPANT: Vacant

DATE: February 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT/TEAM

The position sits within the Innovation and Council Business Department which is part of the Community and Corporate Services Directorate. It reports to the Manager Innovation and Council Business.

The Department includes Council's Governance, Information Technology, Corporate Information Management, and Corporate Planning and Performance Reporting services. The department is a key driver of organisational change and performance improvement.

This position will lead the Information Technology (IT) Team which is a specialist team responsible for delivering and supporting high quality IT infrastructure within the organisation. Providing and supervising the provision



of high quality, proactive, internal customer service is a key focus for this position.

The team's annual operating budget is approximately \$2.6m.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Manager Innovation and Council Business
Direct Reports:	Approximately 5 staff within the Information Systems team
Key Internal Relationships:	All Staff Executive Leadership Team Councillors
Key External Relationships:	Consultants Contractors Peer networks Agencies and State Government Departments Members of the public Vendors/Suppliers

1. POSITION PURPOSE

To ensure reliable provision of Council's networks, applications, and other information systems and lead a dynamic, high-performing team.

The Coordinator will:

- Develop and implement the IT Strategy to develop an agile, integrated, mobile and cloud-based network and infrastructure
- Provide strong technical specialist leadership that delivers high quality IT services including daily management of all network, software, hardware, data and communications infrastructure implementation, operation and maintenance.
- Be accountable for ensuring appropriate financial, resource and risk management, delivery, reporting and governance requirements are met in the team's daily work.
- Seek continuous, sustainable improvement and efficiency gains in support of Council's strategic objectives.
- Ensure that staff and contractors deliver timely services in accordance with contract specifications and customer service standards.



2. KEY RESPONSIBILITIES

The main duties and responsibilities of the role are to:

- Efficiently manage and supervise the daily operation of Council's corporate IT systems and infrastructure to ensure optimal up time;
- Continuously improve Council's IT infrastructure: plan and supervise the selection, installation, configuration, and testing of equipment, software and a progressive move to Cloud;
- Contribute expert internal consultancy support and advice to the organisation in respect of IT systems and technology, ensuring there is optimal integration across the organisation;
- Report on IT performance and proactively identify trends (e.g. via Help Desk activity) and solutions;
- Manage the daily operation of the IT team, using people management experience and skills to promote continuous development;
- Ensure accurate and prudent daily management of IT budgets;
- Develop and oversee relevant security policies, procedures and protocols;
- Lead the evolution and regular testing of the Disaster Recovery process ensuring alignment with Council's Business Continuity Plan;
- Monitor industry trends and development, providing high quality advice to the Manager to support strategic planning; and
- Work with the GIS officer to identify opportunities for further development of GIS services.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following: -

- Proactively direct and develop Council's IT infrastructure, ensuring optimal up time and accessibility and a modern user experience;
- Develop and implement the IT Strategy to deliver an agile, integrated, mobile and cloud-based network and infrastructure
- Exercise a high degree of freedom in working as a business partner with internal stakeholders to understand their needs;



identifying and analysing appropriate systems, developing creative solutions and project managing successful delivery in alignment with the IT Strategy to ensure Council's best interests are served;

- Provide expert professional technical advice and assistance, consulting the Manager on more complex and strategic issues as required;
- Convert the organisation's aspirations for modern, efficient service delivery into cost-effective service provision;
- Manage the daily operation of the Information Technology team;
- Accountable to act in accordance with the Council's policies and procedures. Where you do not know, you are obligated to find out;
- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council;
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation;
- Accountable to demonstrate and require appropriate safety practices, report and investigate inappropriate behaviours and incidents appropriately, enable improved learning and work practices; and
- Accountable to ensure the development of your people, the delivery of your people's role requirements and in developing a positive, values and principles based team culture.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision making will be within the ambit of the following:

- The incumbent will be expected to make independent decisions involving the daily operation of the IT team in regard to the overall infrastructure. This includes network management, software, data and communications, the desktop and device environment, development of process, GIS and staffing issues;
- The position is analytical and problem solving in nature. The work is specialised, requiring the incumbent to maintain up-to-date with constantly evolving technology; and requiring the use of professional intellectual judgement based on specialist knowledge and experience to identify and analyse options and



opportunities, resolve complex problems and make significant decisions about policy, procedure and equipment; and

- The incumbent will be expected to understand and take into account the organisation's strategic objectives and context in presenting options; and may defer to the Manager Innovation and Council Business in regard to more complex strategic or political issues.

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:

- Excellent current knowledge of IT principles and practice including application environment, operating systems and data communications;
- Ability to provide expert technical advice to the organisation in identifying technology improvement opportunities;
- Understanding of organisational context, Council's values and strategic goals; and
- Sound budgeting and financial skills to run an IT budget of \$2.6m and negotiate value for money contracts;
- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.

6. MANAGEMENT SKILLS

The required management skills include:

- Ability to self-motivate and work effectively with minimal supervision;
- Management of tertiary qualified staff or staff with extensive experience;
- Ability to plan, prioritise and organise work of a team in an environment of change and conflicting demands;
- Understanding of, and ability to implement personnel practices including equal opportunity and health and safety, training and development;
- Ability to manage and complete complex projects within budget and timelines;



- Ability to manage IT budgets to minimise overspend and contain cost; and
- Complete all PDRs on time, with clear performance objectives defined and development issues addressed.

7. INTERPERSONAL SKILLS

Interpersonal skills include:

- The ability to lead and influence, motivate, and empower others to achieve agreed outcomes;
- Excellent communication skills, both written and oral;
- Ability to negotiate with and convince contractors, peers and colleagues; and
- Ability to successfully discuss and resolve complex problems – internally and externally.

8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:

- Tertiary degree in an IT field and with diverse and substantial relevant experience;
- Demonstrated experience in effectively managing a corporate IT environment to meet the requirements of a broad service based organisation;
- Experience in team supervision; and
- Microsoft Certified Systems Administration or completion of relevant IT courses preferred.

9. SELECTION CRITERIA

- Tertiary degree in an IT field and with diverse and substantial relevant experience;
- Demonstrated experience in effectively managing a corporate IT network environment;
- Demonstrated experience in collaborating on complex projects and policy development;



- Demonstrated experience in successfully negotiating with and managing contractors, suppliers and other third parties to deliver value for money;
- Demonstrated high quality analysis and problem solving skills;
- Experience contributing to the development of organisational strategy and its implementation;
- Strong communication, time management and interpersonal skills;
- Proven ability to manage a team (formal and informal) using people management skills and experience to ensure the team's performance and behaviours deliver successful projects and tasks to a high standard of customer service; and
- Current driver's licence.

10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.

Acceptance of the Position – Successful Candidate to Complete	
Agreement:	
I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general Terms and Conditions of Employment and I agree to the terms and conditions.	
Name (Please print):	
Signature:	Date: