

## POSITION DESCRIPTION

POSITION TITLE	Manager ICT Services
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Director Corporate Services

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally, and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Leads and manage the Information Technology team, including coordination of the City's GIS and Corporate Systems functions. This position drives the City's Digital Strategy, projects, business analysis, process mapping and other initiatives that will underpin the IT systems, applications and networks to support the City in achieving its objectives. This position will provide leadership in the delivery of the Enterprise Resource Planning System

## KEY RESULT AREAS

### INFORMATION COMMUNICATION TECHNOLOGY (ICT)

- Execution of the City's Digital Strategy, developing a secure, efficient and cost-effective approach to support the City to achieve its objectives.
- Lead the ICT Team to ensure the implementation of the ERP Project.
- Advocate for safe cybersecurity practices.
- Enhance the strong relationships and networks with all business units to facilitate innovative use of technology.
- Enhance the strong customer service culture within the Team.
- Develop and maintain strong relationships with external stakeholders, including vendors and contractors.
- Lead the management of the City's ICT resources.
- Lead the ICT Team in the management of internal and external audits.

### RECORDS MANAGEMENT

- Develop and regularly review the Information Management strategies.
- Develop strong relationships and networks with all business units to facilitate efficient and effective management of resources.
- Manage legislative requirements related to the management of records.

### LEADERSHIP

Proactively lead the ICT Services business unit to:

- Provide high levels of ICT support
- Provide excellent customer service
- Implement high quality programs, services and facilities

### OPERATIONAL AND FINANCIAL MANAGEMENT

- Lead the preparation of the ICT Capital Investment Plan.
- Ensure that the business unit budget is consistently and accurately prepared and monitored in accordance with Council requirements, proactively seeking revenue raising and expenditure reduction initiatives.
- Ensure that all corporate planning and reporting processes are completed in an accurate and timely manner.
- Provide leadership to staff within the business unit, ensuring that staff are managed and developed to ensure optimal performance.

## **PROJECT MANAGEMENT**

Ensure that all projects are undertaken in a manner that is fully consultative, with agreed upon objectives and that projects are managed using the City's Project Management methodology and that all projects are supervised and where required, on the job training is provided.

## **ETHICAL BEHAVIOUR & COMPETENCY**

- Effectiveness of the role will require excellent skills in problem solving as well as superior skills in communication and stakeholder engagement and management.
- Ensure staff are managed through effective planning tools, and difficulties arising within the team are swiftly dealt with to maintain a culture of high performance.

## **WORKPLACE HEALTH AND SAFETY**

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

## **WORKPLACE COMPETENCY**

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## **TRAINING/QUALIFICATION(S)**

### **1. Tertiary Qualification(s)**

- Possession of a tertiary qualification within a relevant Information Technology discipline, with possession of, or progress towards, a Post Graduate qualification in Management is desirable.

### **2. Human Resource Management Training**

- Training in the management and/or leadership of human resources, & team building / development is desirable.

### **3. Professional Membership Eligibility**

- Eligibility for membership to the Local Government Manager's Association Australia or an allied professional association is desirable.

## SELECTION CRITERIA

### 1. Leadership / Management

- A minimum of five years' experience in a management role.
- Proactive and innovative management of multidisciplinary and complex services, facilities and projects in a corporate service environment.
- Managing and administering information technology, records and customer service.
- High quality leadership and motivation of employees and multidisciplinary teams including:
  - Managing compliance requirements such as audit requirements
  - recruitment; performance management, safety / health & wellness (WHS & EEO, work / life balance); professional and personal development, and grievances
  - developing integrated team cultures

### 2. Communication / Negotiation / Customer Service

- Fostering and maintaining strategic partnerships and networks, in relation to the provision of organisational support services such as Information Technology.
- Negotiating and consulting with internal stakeholders; and potential funding bodies and resource providers to maximise resources available.
- Ensuring consistently high standards of customer service is delivered by all team members.

### 3. Knowledge of Local Government Functions; Statutory Requirements and Laws

- Understanding the broad functions of Local Government.
- Understanding and applying statutory requirements; laws; frameworks and Australian Standards relevant to records management; information technology and customer service within a local government environment.

### 4. Research; Documentation and Presentation of Facts

- The accurate analysis and research of corporate support issues and needs.
- High quality and accurate presentation of advice, instruction/guidance and research findings, both verbally and written, via all standard forms of business communication (including email, memo, letters, reports; policies; procedures; and the development and delivery of visual presentations).

### 5. Financial Management Experience

- Consistent and accurate preparation and monitoring of section budgets, with funding and revenue increasing opportunities being proactively sought; and expenditure reduction initiatives proactively implemented.

### 6. Strategic and Operational Planning

- Ability to strategically align technology with business needs and develop cost effective solutions.

- Effective planning for the achievement of the highest possible levels of corporate support services.
- Reviewing and improving team structures, work flows etc. introducing operational reform strategies where applicable to support the achievement of organisational goals.

## 7. Goal Setting and Monitoring

- Identifying, prioritising and delegating section goals; including identifying performance measures to monitor the achievement of section objectives.

## 8. Use of Computers

- Managing the maintenance and development (software and hardware) of information systems (computers and telecommunications) to provide reliable and consistent support services to a variety of work sites / business units; along with personal use of Microsoft Office (Word, Excel, PowerPoint, Publisher) & the LG 'IT Vision – Synergy Soft' Software.

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: People Services

DATE PD REVIEWED/APPROVED: 6 May 2023

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