

POSITION DESCRIPTION		
Position Title: Manager Information & Communications Technology	Classification: Band 3 Level 4 Grade 18	Position Number: BHCC-ICT-01
Group/Area: Information Services	Reports to: Director Finance & Commercial	Hours per week: 35
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous, and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
<p>Position Objective:</p> <p>The Information Services team are responsible for maximising the innovation, operational availability, integrity and usage of Council's technology, communication, security, and associated information systems.</p> <p>This position provides strategic advice and technical advice to Council and managers regarding the operational requirements for information systems across council.</p>		
<p>Special Requirements:</p> <ul style="list-style-type: none"> • Some out-of-hours work is required • On-call roster 		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> • General Manager • Director Finance & Commercial • Management Staff • Employees • Government and non-government organisations • Suppliers, contractors • National, State or Local Industry bodies, advocates 		
<p>Reporting Lines:</p> <ul style="list-style-type: none"> • This position reports directly to the Director Finance & Commercial • This position has a number of direct reports across multiple functional areas including hardware and software support, records management, and Geographic Information Systems (GIS). 		

Duties and Responsibilities

You will use your professional skills and experience to fulfil the following key functions and responsibilities:

- Develop and implement information technology and information systems strategies, plan(s), policies, and procedures that maximise value and efficiency for Council including consideration of:
 - Best practice management of information technologies and information systems.
 - Analysing future hardware, software, system, communication and technological trends, issues, innovations and/or requirements and how these impact Council business activities or objectives within the Community Strategic Plan, Delivery Program, Operational Plan or Resource Plan.
 - Developing and implementing risk management protocols for the protection of information technologies and systems and ensuring business continuity and disaster recovery.
 - Developing business improvement methodologies to increase effectiveness and efficiency of current and future information technologies and information systems.
 - Developing and implementing service level agreements, key performance indicators, auditing, and compliance protocols.
 - Providing regular information, advice, and reports to Council and/or management on the achievement of departmental objectives.
 - Building networks and relationships with industry and or government to understand opportunities and threats for Councils IT systems.
 - Review existing hardware, software and service agreements to maximise organisational and community value.

- Ensure effective system management to achieve optimal availability and efficiency of network, hardware and software systems including but not limited to:
 - Managing council information technology infrastructure including network, servers, and hardware performance.
 - Managing council's information services systems and software including records management, geographical information systems.
 - Manage voice, data, and other communication systems.
 - Ensuring planned maintenance is undertaken.
 - Ensuring asset registers are created and monitored.
 - Ensuring systems are implemented for resolution of service, hardware, and software issues.
 - Data management and back up processes are developed and implemented to meet business continuity and disaster recovery plans.
 - Undertaking projects as required

- Develop, review, and implement department service agreements and resolution systems providing a high level of customer satisfaction and service to users including:
 - Systems for frontline line helpdesk service.
 - Processes and training to support building team and user capability and confidence of service users.
 - Ensuring performance monitoring and KPI reporting is achieved through effective prioritisation of service calls.

- Ensure effective budgeting, procurement and service supply including:
 - Adherence to Council policy and procedures for procurement.
 - Planning for annual operating and capital expenditure.
 - Alignment of investment with business objectives and priorities.
 - Negotiation and documenting supply and or service agreements.
 - Develop comprehensive site plans and polices for assets where required.
 - Ensure effective processes are in place for the testing, auditing, and deployment of technologies.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes.
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer viewpoint and sensitivities surrounding particular decisions and interactions.
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions.
- Ensure that value is delivered to customers through a commitment to cooperation among employees from different functions and departments.
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Always act courteously and professional towards customers.
- Manage difficult situations and conflicts – calmly and professionally.

You will embrace your leadership position by:

- Playing a key role in ensuring positive outcomes from Council's organisational change activities, including restructuring and cultural change initiatives.
- Role modelling and promoting the values of the organisation with clarity and credibility for all staff, regardless of reporting lines.
- Promoting 'whole of organisation' and contributing to Councils overall strategic direction.
- Providing clear direction to staff and acting as an effective communication link between management and staff.
- Committing to self-awareness and improving leadership effectiveness.
- Strengthening employees' capacity to utilise project management principles and techniques to deliver outcomes on time, on budget and to the required standards.
- Recruiting and selecting staff in the team.
- Providing guidance, direction, coaching and motivation to staff in your team; taking responsibility for staff performance.
- Monitor and assess employee skill and performance on a regular basis; including taking remedial actions as required in line with the organisation's performance management framework.
- Actively provide performance feedback to employees to ensure staff are aware of the expected outcomes and performance of the given project or service.
- Utilising effective communication and delegation such that employees have appropriate autonomy, accountability and recognition for achieving expected outcomes.
- Assisting employees to become more goal oriented, innovative, and able to use initiative to solve problems.
- Monitoring the effectiveness of staff development programs and taking action where required
- Understanding corporate risks that apply to your activities.

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department, and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

You will assist Council in achieving a financially sustainable future by:

- Implementing without delay prudent financial strategies within your division, including pursuing external works, grant funding and shared service arrangements that benefit Council, monitoring actual revenue and expenditure against budgets and taking corrective action where necessary.

- Revising Council's business models for attraction to ensure they break even or generate net income to Council, despite changes to revenue for these services.
- Ensuring annual budgets are consistent with Council's priorities, corporate plans, and objectives.
- Embracing innovative thinking and whole-of-Council planning to optimise the use of Council's funds.
- Seeking creative solutions to increasing productivity from the use of technology.
- Driving improvements that increase organisational effectiveness and improve Council outcomes.
- Maintaining a 'value for money' attitude.
- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.

You will enhance Council's relationship with the community by:

- Contributing to development of long-term strategic plans for the Broken Hill community.
- Contributing to development of Council's Delivery Program, Resourcing Strategy and Operational Plan for your areas of responsibility.
- Communicating and promoting Council's policies and strategies to the community and other stakeholders.
- Establishing performance indicators and ensuring they are used to evaluate performance for corporate and human services.
- Building networks and professional relationships with external stakeholders to leverage opportunities.
- Projecting a favourable image of Council in the media as required.

You will adopt a teamwork approach by:

- Performing an active role within the team to achieve the objectives of that function.
- Engage in regular communication and co-operation with fellow team members.
- Understanding that all staff at Council are one team working towards a shared purpose and applying a 'whole of organisation' approach to every aspect of your work.
- Embracing and promoting the values of the organisation.
- Setting an example for other employees regardless of reporting lines.
- Committing to self-awareness and improving professional effectiveness.
- Understanding corporate risks that apply to your activities.
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You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework.
- Implementing, monitoring, and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions, and associated tools in the work area.
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these.
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly.

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence, and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria


Essential

- Tertiary qualifications in Information Systems, Technology or similar.
- Industry based training and/ or accreditation in operation and maintenance of networking, communications and administration.
- Expertise in recommending, developing, and implementing IT systems that support current & emerging innovations and trends.
- Ability to assess system requirements to meet business objectives.
- Demonstrated working knowledge of software applications. Particularly, Microsoft based products including SQL, Exchange, and Outlook. Other products include Civica Authority, VMware, Veeam, Azure and Activity Directory.
- Detailed Knowledge of Networking Technologies (LAN's & WAN's), managing a fibre optic based network with enterprise switch infrastructure.
- High level negotiation experience.
- Demonstrated ability to manage a small team and project teams as required.
- Demonstrated Time Management, Multitasking and meeting deadlines to successfully deliver projects on time and budget.
- Experience in developing and documenting strategies, policies and procedures.
- Demonstrated well developed written, verbal and interpersonal communication skills including report writing and liaising with stakeholders, customers, suppliers.
- Demonstrated commitment to a customer service culture and delivery of quality service.
- Current NSW Driver's Licence.

Desirable

- Risk management qualifications and/or relevant experience.
- High-level experience working with Electronic Records Management Systems.
- Experience with Geographic Information Systems (GIS).
- Experience in coordinating contractors.
- WH&S knowledge in the workplace including developing safe system of work.

Acceptance of Position Description

Approved: General Manager	Signature: 	Date: 17/09/2023
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I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name	Signature:	Date:
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