

POSITION DETAILS			
Title:	Job Description - Unit Manager Information Technology Support	Grade:	17, Band 3 Level 2
Number:	P10138	Status:	Permanent
Group:	Corporate and Community Services	Reports to:	Chief Information Officer P10005
Section:	Information Services		

PRIMARY PURPOSE OF THE POSITION

- Lead the Information Technology Support unit providing planning, procurement, installation and maintenance of council's server, desktop and mobile computers, network and peripheral equipment, fixed and mobile telephones, printers, operating systems, application software as well as user management and support.
- Oversee the operation of the IT service desk.
- Lead and manage the day to day operations of the Information Technology Support Unit staff, finances and assets.

SELECTION CRITERIA

Essential Qualifications, Licences and Experience

- Degree qualifications in Information Technology or related field / or extensive experience in Information Technology
- Current Class C Driver's Licence

Essential Leadership/Management Skills

- Demonstrated ability to foster collaboration and information exchange within and across work groups in the delivery of outcomes for the community
- Proven success in translating business strategy into operational goals and activities and fostering a shared understanding of how these contribute to higher level objectives
- Demonstrated success in guiding and coaching others promoting continuous learning and actively seeking solutions for workplace improvement
- Proven success in using negotiation and communication skills to engage with a range of stakeholders in developing solutions for business success
- Capacity to effectively manage the diverse operations of a work group to ensure the provision of timely and quality outputs for customers and the community
- Demonstrated experience leading a technically focused team.

Essential Technical Skills

- Ability to undertake technical responsibilities as outlined in the IT Strategy, Resourcing Strategy, Delivery Program and Operational Plan
- Demonstrated experience supporting fixed and mobile computer systems including Windows OS in a large and complex networked TCP/IP environment.
- Demonstrated project management skills coordinating a team of IT professionals to effectively plan, develop and implement projects that deliver customer focused outcomes.

- Awareness of current directions in Information Technology.

Desirable Criteria

- An understanding of the Local Government environment.
- Strong organisational skills dealing with multiple competing priorities
- ITIL or similar service desk supervisory experience

SCALE AND SCOPE OF INFLUENCE

- Directs and coordinates a Unit within Council to enable Council to function at an optimal level.
- Models leadership behaviours that align with Council's Leadership Capability Framework and contributes to a culture where staff and stakeholders have confidence in the way the organisation is lead and services are delivered.
- Reports to the Section Manager on areas of functional responsibility making professional recommendations for the Section Manager's consideration.
- Establishes objectives, timeframes and milestones for the Unit that support the Community Strategic Plan and aligns operational activities accordingly.
- Develops the budget for the Unit and controls expenditure within the approved budget.
- Provides management reports and reviews expenditure and income across the Unit, looking for opportunities to control costs and improves business profitability in line with Council's Long Term Financial Plan.
- Impacts on the external image and perception of Council with regards to customer service, brand and image.
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- *Total Expenditure Control: \$1,350,000*
Positions Reporting Directly to this Position: 9
Positions that Indirectly Report to this Position: 2
Number of Contractors Managed: 1-5
Annual Value of Contracts Managed: \$100,000

FUNCTIONAL RESPONSIBILITIES

Areas of Functional Responsibility

- Manage the IT Support Services team delivering reliable, timely and efficient customer service in the support of Council's computer network including PCs and mobile devices, operating systems and associated equipment and applications.
- Ensure processes and protocols are in place for the Information Technology Support Unit's compliance with all relevant legislation and Council policies and ensure that risks are managed.
- Have a high commitment to quality performance in all work performed to support Council's goal of achieving continued improvement.
- Establish, report and monitor performance standards for the unit to improve service delivery.
- Project manage the delivery of software and hardware solutions to the organization.
- Effectively manage in consultation with the CIO, the IT Support budget.
- Prepare and conduct information sessions and present to small groups of people in relation to Council's IT solutions.

- Undertake projects and team tasks to contribute to the overall effectiveness of the Information Technology Section.
- Oversee the day to day maintenance and accuracy of Council's Active Directory, asset management and customer service databases.
- Ensure the security of Council's IT systems and processes.

1. Adding Value and Completing Position Responsibilities:

- Ensures that all written and verbal communication provided is correct, factual, timely, customer-focused and in accordance with the relevant legislative requirements and Council procedures.
- Provides specialist advice in all areas of Information Technology Support and manages major projects of a complex nature.
- Ensures the Section Manager is aware of difficult/sensitive issues which arise and provides recommendations on resolution.
- Consults and shares information within the Unit and across the organisation to ensure others are kept informed of issues.

2. Achieving Internal and External Customer Focused Service;

- Ensures work and behaviour adds value to the business of Council, within area of responsibility and corporately.
- Makes recommendations on improving relevant practices and procedures, including Policy review and implementation, to ensure an efficient, effective, customer-focused service is maintained.
- Analyses and researches responses prior to advising customers, to ensure effective, accurate results are given.
- Behaves and works in a manner which demonstrates the Information Support unit as a focused, professional and reliable service.

3. Working With External and Internal Policies, Systems, Processes and Equipment;

- Works with legislation and existing procedures, to ensure compliance with Council's relevant processes and make modifications to processes and recommendations on improvements.
- Monitors and evaluates the Information Technology Support Unit's performance and provides analysis to the Section Manager.
- Works with Desk Top Services and other Council systems, to provide support of Council's computer network including PC and mobile and operating systems and associated platforms to assist with the development and review of relevant processes or practices.

4. Communication and Relationships, Self and Team Development

- Manages conflicts and differences and contributes to the resolution of problems, to maintain an effective working environment.
- Works collaboratively and functions as an effective team member.
- Supports other employees to understand and utilise Council's computerised systems and processes.
- Ensure knowledge of relevant legislation and information technology trends are kept up to-date.
- Participates in the Employee Performance Review (EPR) and uses feedback to develop skills, behaviour and attitude.
- Facilitates forums for communication with Unit staff.

5. Contributing to Council's Long Term Financial Plan ;

- Manages the budget for the Information Technology Unit.
- Ensures work is undertaken in a manner which is consistent with the budget and resources allocated.
- Provides recommendations on improving cost effectiveness within the Unit.
- Ensures the timely, cost-effective purchase of materials to complete programs.

OVERALL CORPORATE RESPONSIBILITIES

1	To comply with legislative requirements.
2	To provide timely support and expert / technical advice to the organisation.
3	To adhere to Council plans, policies, procedures and Code of Conduct.
4	To understand, adhere and promote all Workplace Health and Safety policies and procedures.
5	To understand, adhere and promote Council's Equal Employment Opportunities policies and procedures.
6	To engage with the community in accordance with Council's policies.
7	To understand and respond to the needs of our customers in accordance with the relevant policies.
8	To deliver functional responsibilities and associated projects, performance targets and service levels as required in the relevant operational plan.
9	To manage budgets.
10	To achieve best value for money.
11	To efficiently manage assets and resources within the Unit's control.
12	To actively share information and knowledge on issues, training and better practice to relevant staff.
13	To identify and initiate improvements of business systems and processes to maximise service delivery.
14	To identify and minimise exposure to risk.
15	To actively work towards excellence in leadership in accordance with Council's Leadership Capability Framework.
16	To manage people and their performance to realise their individual and team potential.
17	To be involved in or provide feedback on corporate initiatives.
18	To positively and proactively work with others across the organisation to deliver the outcomes.
19	To provide advice to support the Executive Leadership Team and Councillors in decision making.
20	To build and strengthen strategic partnerships with key stakeholders.
21	To recognise and reward results.
22	To model Council's values.
23	To create and contribute to a positive work environment within teams and the workplace.
24	To initiate relevant training in accordance with organisational, service and staff requirements.
25	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements.
26	To keep abreast of and apply industry wide trends, better practice and innovation.
27	Use Council's authorised recordkeeping system(s) to create, receive and capture corporate records relevant to the responsibilities of the position in accordance with Council's Records Management Policy.

WORK HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS

In addition to the statements below, you are required to perform your duties in accordance with this Job Description, Shoalhaven Council's Code of Conduct, WHS policies and

procedures including statements within Council's WHS Authorities/Responsibilities/Accountabilities Policy.

Work Health and Safety (WHS)

- 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 Shoalhaven City Council's property to the responsible Manager.

Certificates of Competency / Licences

- Where required for the position, either by legislation or through Shoalhaven City Council's policies and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

Injury Management

- Report all injuries/illnesses to the responsible Manager immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager.

Equal Employment Opportunity (EEO)

- Work to the best of your ability and provide quality service to customers;
- Recognise the skills and talent of other staff members;
- Act to prevent bullying, harassment and discrimination against others in your workplace;
- Respect differences among your colleagues and customers such as cultural and social diversity;
- Treat people fairly - don't discriminate against, bully or harass them;
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.

CONDITIONS OF EMPLOYMENT / SPECIAL REQUIREMENTS

Award/Agreement

Local Government State Award

Code of Conduct

Employees are to comply with Council's Code of Conduct and Council policies at all times

Regular Hours

Monday to Friday 9:00am to 5:00pm. Flexibility required to attend Council and Committee meetings and functions outside of the organisation's core business hours

Entitlements

Salary sacrifice options, 9 weeks paid maternity leave, long service leave entitlement after 5 years service

Work Context

Air conditioned office, use of computers, use of office / communication equipment, manual handling, travel may be required, smoke free work environment

Pre-Employment Requirements

- Working with children clearance for any positions designated as child related employment by the NSW Office of the Children's Guardian.
- Pre-employment medical assessment.
- Proof of Australian residency/ citizenship/ work permit status.
- Pre-employment screening to meet the requirements of the Australian Standards in Employment Screening.

Employee's Name:	
Employee's Signature:	
Date:	