Position Description

ICT COORDINATOR

POSITION OVERVIEW

The ICT Coordinator is responsible for ensuring reliable, functional and responsive ICT network infrastructure and associated systems for Council by providing advice and implementing wider ICT strategic direction. This is an operational leadership role responsible for overseeing the Information & Communication Technology operations within the Technology & Innovation team.

In this role, you will lead by example, cultivating a flexible and customer-focused team. You will lead the implementation of ICT strategy, policies, and procedures to support the organisation's objectives of addressing technology needs, enhancing system performance, and optimising technical solutions. You will need to be passionate and multi-skilled and able to consistently deliver hands on support and team leadership to provide high standard operational services.

Central to the role is leading and modelling a values-driven culture where Council's values are reflected in all actions and decisions. A strong customer focus will underpin this role's ability to deliver high quality services. The role will set clear expectations of acceptable behaviour, uphold high standards of conduct, and foster an inclusive, respectful, and accountable workplace.

CLASSIFICATION AND RELATIONSHIPS

Classification: Band 7

Alpine Shire Council Enterprise Agreement

Reports to: Manger Technology and Innovation

Supervises: Senior ICT Officer

ICT Officer

Systems Integration Officer (temporary)

KEY DUTIES AND RESPONSIBILITIES

IT Network Infrastructure and Systems administration and oversight

- Ensure the effective delivery of ICT network infrastructure and systems through sound resource management, planning and setting of priorities, including developing asset and maintenance management plans and programs.
- Oversee all third-party supplier agreements and report on delivery against established service targets.
- Supervise the performance and development of an on-site Senior ICT Officer and ICT Officer.
- Provide expert advice to staff and customers.

- Improve the robustness and security of the Council's ICT environment by the application of a continuous improvement program
- Ensure the Alpine Shire Council ICT environment is appropriately managed on a daily basis in order to meet established KPI's and service levels through:

  - Provision of a responsive IT Helpdesk facility
  - Escalation of support issues to the appropriate partner or third party
  - Development and documentation of operational procedures
  - Routine administration and monitoring of systems and networks to ensure adequate resources are available, being proactive in resolving potential issues
  - Reporting of all relevant metrics to help Council understand system volumes, capacities, potential threats and system vulnerabilities
  - Ensuring the integrity of information stored electronically through data backup and recovery systems, management of access security and the provision of virus protection schemes.
  - Management of application and operating system patches to ensure application bugs and operating system security flaws are fixed in a timely manner
  - Dealing directly and promptly with a wide range of customers in a sensitive manner
  - Ensuring timely installation, support, maintenance and replacement of servers and network equipment, both hardware and software.

Technical Capability

- Oversee and maintain all IT systems, including servers, workstations, and network infrastructure.
- Administer Microsoft 365 administration centre and associated governance/management tools to enhance productivity for our workforce.
- Lead the setup, configuration, and maintenance of network infrastructure to ensure reliability and scalability.
- Undertake Mobile Device Management (MDM) and endpoint security solutions using Intune to improve security and automate device management processes.
- Demonstrate expertise in Azure and manage certificate store operations.
- Administer virtual desktop infrastructure (VDI) preferably Horizon / VMware or other similar technologies.
- Proactively research and resolve technical challenges, showing a strong commitment to finding solutions independently.

Third Party and Partnership Relationship Management

- Oversee the provision of "IT as a Service" from various third party suppliers by negotiating terms for the maximum benefit of Council and managing and reporting on supplier agreements and delivery of KPI's.
- Engage peer Councils in the region to explore the possibility and practicability of shared-service arrangements for the provision of L1-L2-L3 support.
- Explore other opportunities for strategic collaboration and innovation

Project development and implementation

- Serve as ICT advisor on Council's ICT Steering Committee.
- Deliver ICT projects for major and minor new developments, as directed.
- Prepare project briefs, project plans, change management strategies and reports.
- Implement projects including deployment of hardware, software, networks and new applications.
- Develop new business processes to achieve project goals.

Policy and strategy development

- Provide input into the development of corporate policy relevant to information systems.
- Implement comprehensive ICT Governance framework for all ICT programs, projects and systems modifications
- Provide specialist advice for the development of an ICT Strategy in line with Council's corporate goals.
- Optimize the usage of our business applications and fully implement available functionality.
- Design and implement comprehensive Business Continuity Plans across all ICT systems.
- Implement, maintain and test a best-practice DR and Backup program.
- Provide customers with realistic expectations and workable solutions.
- Positively promote the Alpine Shire Council and its work related activities.

Budgeting

- Provide input into the development of the Department budget.
- Develop project budgets and forecast the timing of expenditure.
- Monitor expenditure and ensure projects and services relating to key responsibilities are within the budget set by Council.
- Provide input into the budget quarterly reviews as requested by the Manager

Accountability and extent of authority

- Regular liaison with and reporting to the Manager Technology & Innovation.
- Freedom to act is governed by relevant budgets, policies, standards and procedures with regular reporting to the Manager.
- Accountable for the accurate, effective and efficient operation of systems relating to key responsibility areas.
- Accountable for the delivery of high quality customer service to both external and internal customers, meeting the requirements of any published Customer Charter.
- Accountable for the delivery of services and designated projects within budget and in accordance with agreed and/or legislated timeframes.
- Capacity to identify synergies across projects and initiatives which can provide improved economic, environmental and social outcomes.
- Compliance with Council's Procurement Policy and Procedures.

- Controlling of ICT risks within the Council.
- Perform duties specified in Instruments of delegation issued by Council and/or the Chief Executive Officer.
- Oversee Partners and third Parties in accordance with service delivery agreements.

Other duties

- Undertake other duties as directed by the Manager.
- Comply with Alpine Shire Council's Code of Conduct and Corporate Policies.
- Continually review and improve work methods associated with this role.

Judgement and decision making

- Make decisions in accordance with legislation, policies, procedures, practices, delegated authority and industry standards.
- Solve complex problems in relation to key responsibilities by the effective application of innovative or established techniques and procedures in a demanding operating environment.
- Develop policy and strategic position from a range of options for presentation to senior management and Council.
- Use discretion, initiative and experience from previously encountered situations.
- Perform tasks from a range of techniques, systems, equipment, methods or processes. The employee is required to select the most appropriate option, so as to achieve the best outcome. Personal judgement may be required.
- Apply innovative thought, presentation of alternatives, and justification of options. This can be on a day-to-day basis and in relation to strategy formulation.
- Set priorities to achieve the goals and objectives of the business unit.
- Guidance and advice is available from the Manager Technology & Innovation or the Director Corporate & Community.
- Make ethical decisions and resolve problems within the confines of delegated authority, corporate objectives, Council policy and legislative requirements.

Management skills

- Implement EEO, Health, Safety and Risk policies and procedures relating to areas of supervision.
- Work unsupervised to manage diverse workloads, meeting delivery and budget targets, despite conflicting pressures.
- Lead team to efficiently implement daily, weekly and longer term workplans.
- Drive continuous improvement of service delivery through team.
- Provide timely advice and researched and tested recommendations to Manager, Directors and Council.
- Well-developed organisational skills to plan outcomes and coordinate competing activities and resources to achieve agreed deliverables.
- Monitor business unit budgets ensuring accurate coding of income and expenditure and providing input into quarterly reporting process and annual budget development.

- Manage contractors and consultants to ensure outcomes are provided in a timely manner and meet the specifications of their engagement.
- Proficient record keeping, administrative and computer skills.

Interpersonal skills

- Maintain confidentiality of information and advice.
- Ability to exercise tact and diplomacy.
- Display and promote a positive image of Council through appearance, attitude and performance of tasks.
- Have a high level of written and verbal communication skills, and computer literacy skills.
- Excellent written and verbal communication skills and ability to write reports and prepare external correspondence.
- Advise and communicate effectively to members of the public, tribunals and organisations in the achievement of set goals or objectives or in matters of policy, law or procedures.
- Develop and maintain effective working relationships with a wide range of stakeholders, projecting a positive image in all interactions with internal and external customers.
- Facilitate meetings to discuss and resolve conflict and problems.
- Liaise with counterparts in other organisations to discuss specialist matters.
- Project a positive image in all interactions with internal and external customers.
- Comply with Alpine Shire Council's Code of Conduct and Corporate Policies.
- Display a punctual, reliable and positive approach to work.
- Working independently and as part of a team, seeking guidance and advice when required.
- Be willing to learn and undertake training relevant to the position.

EXPERTISE

Qualifications

- Tertiary qualification in Information Technology, Computer Science, or a related field (or equivalent) with several years relevant experience.
- Relevant formal qualification with extensive experience in Information Technology, Computer Science, or a related field.
- Current Victorian Driver License.

Specialist knowledge and skills

- Demonstrated ability to work as part of a team and provide a consistently high level of service.
- Understanding of budgeting and relevant accounting and financial procedures.
- Detailed knowledge of relevant legislation and regulations.

- Strong practical and technical skills in the application and development of systems in key responsibility areas.
- Capacity to effectively convey technical and policy information, both orally and in writing to the public, staff, auditors and other agencies.
- Understanding of a continuous improvement ICT risk management and security program
- Proven high performance and professional knowledge in managing key responsibility areas, including project management skills.
- Ability to represent Council in public forums including public speaking.
- An understanding of the policies and long-term goals of the Directorate, Council and the needs and expectations of the community.
- Ability to effectively collect and analyse data, and to assist in the formulation of policy and strategy.
- Ability and willingness to embrace new/innovative technology, methods, products and processes in the pursuit of continuous improvement.
- Excellent written and verbal communication skills and ability to write reports and prepare external correspondence.
- Demonstrated skills in managing diverse workloads and meeting work and budget targets within tight deadlines, despite conflicting pressures.
- Ability to solve relevant issues based on previous experience and/or by the effective application of established techniques and procedures.

Experience

- Extensive experience in the key responsibility areas including the following:

  - System Administration tasks including monitoring, security, planning, upgrades, maintenance, backups and DR
  - IT Helpdesk Support including L1, L2 and L3
  - Enterprise-level ICT capacity planning
  - Enterprise-level ICT project management
  - Systems architecture strategy, design and planning
  - Application management and governance

- Proven experience in the delivery of best practice technology solutions, innovation, and excellent internal service delivery.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

- Nothing is more important than the health and safety of yourself and those around you. You must: Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.

- Provide specialist advice on technology related risk e.g. Radio frequency exposure if required.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return-to-work plan for any injured worker when returning to work.
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- The work environment may include uneven surfaces and up and down stairs.