



ICT OFFICER

JOB & PERSON SPECIFICATION

MARCH 2019

Position Title:	ICT Officer
Reports to:	Manager Corporate Services
Position Level:	Team Member

Vision

To be the pre-eminent end-of-life resting place; a place that connects people through a rich tapestry of beautiful gardens, services, events and histories.

Mission

Centennial Park provides a stunningly beautiful community space in which to enduringly commemorate loved ones and to celebrate the wonder of life.

Values

- Compassion
- Inclusion
- Excellence
- Innovation
- Commerciality

Corporate Services Team

Corporate Services is comprised of multiple teams and provides fundamental services to the Authority to ensure the organisation operates within best practice requirements.

Summary and Purpose of the Position

Overseeing the ICT function of the Authority, this role delivers reliable, sustainable, secure and appropriate ICT services & solutions to support business needs.

The position provides advice and support to the Manager Corporate Services around the ICT capability of the Authority. Liaising with our business and technology partners to bring innovations to the Authority, this role contributes to the enhancement of the customer experience, increased business efficiency and market leadership.

1. Key Working Relationships

- Accountable to the Manager Corporate Services for providing high level, professional and proactive advice and support to achieve the vision, and strategic plan.
- Responsible to the Leadership Team for working together to deliver the strategic plan, its objectives, and strategies.
- Responsible to contractors, vendors and external suppliers in providing direction, guidance and feedback.
- Responsible to the business teams for developing a teamwork environment based on mutual trust and respect and engendering accountability through empowerment.

2. Key Result Areas

2.1 Financial

- 2.1.1 Assist the Manager Corporate Services to develop, implement and monitor the ICT budget, ensuring it is aligned with the strategies and outcomes contained in the strategic plan.
- 2.1.2
- 2.1.3 Provide status updates to the Manager Corporate Services regarding any variations to planned expenditure.
- 2.1.4 Liaise and negotiate with external contractors/vendors within the parameters of agreed project/business plans

2.2 ICT Services & Support

- 2.2.1 Respond to requests for assistance relating to ICT issues from staff and technology partners and triage/analyse issues to determine severity, priority and resolution approach.
- 2.2.2 Respond to requests for service/action for ICT standard deliverables from staff and partners and analyse requests to determine priority, options and action steps.
- 2.2.3 Engage the necessary teams/partners/people to resolve issues and deliver outcomes in the timeframe committed to or necessitated by the severity of the matter.
- 2.2.4 Log and track requests and progress to closure in the ticket system and communicate status and progress to the impacted user/s.

2.3 Compliance & Risk Management

- 2.3.1 Maintain ICT governance procedures, policies and security information and undertake regular reviews of the documentation.
- 2.3.2 Conduct research and analysis of the Authority's ICT capability in relation to risk management.

2.4 ICT Systems & Processes

- 2.4.1 In consultation with the Manager Corporate Services, develop and implement ICT plans, objectives and Key Performance Indicators (KPIs) that are aligned with the vision and strategic objectives.
- 2.4.2 Maintain awareness of business performance and how ICT services have contributed to this.
- 2.4.3 Record and maintain details of all ICT systems and infrastructure.
- 2.4.4 Participate and contribute in cross functional activities including projects and tenders.
- 2.4.5 Develop and maintain relationships with key stakeholders, including contractors / vendors, business partners and corporate networks.
- 2.4.6 Understand and drive all ICT support and licence contracts and maintain contact information for all ICT partner organisations, ensuring vendors adhere to service agreements and contractual obligations.
- 2.4.7 Maintain accurate and complete records in accordance with the Authority's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.
- 2.4.8 Ensure all relevant policies and protocols are followed within the Corporate Services Department to ensure:
 - A safe work environment
 - Data accuracy and reliability
 - Confidentiality
 - Conformance with the Work Health and Safety Act 2012, ReturnToWork SA Performance Standards for Self Insurers and the Return to Work Act 2014 (SA)

2.5 Maintenance and Innovation

- 2.5.1 Proactively drive the ongoing assessment and monitoring of ICT capability and maintenance requirements. Receive ideas for ICT systems improvements and analyse to determine, importance, priority and action steps.
- 2.5.2 Develop project plans for larger scale initiatives.
- 2.5.3 Engage the necessary teams/partners/people to plan, cost and deliver the initiatives in agreed timeframes.

2.6 Leadership & Culture

- 2.6.1 Contribute to a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness. Engender an environment of trust and respect.
- 2.6.2 Foster a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness. Engender an environment of trust and respect and promptly address any areas of conflict.

3. Competencies

- 3.1.1 Proven ability to identify and assess new technologies that enhance business systems.
- 3.1.2 Effective negotiating skills and proven experience negotiating and liaising with contractors / vendors.
- 3.1.3 Project management skills and the ability to bring projects to a successful and timely conclusion.

- 3.1.4 Demonstrated skills and behaviours in influencing and collaborating at Leadership level, in cross-functional teams and with a range of stakeholders.
- 3.1.5 Tertiary qualifications in ICT.
- 3.1.6 Organised, self-motivated with strong attention to detail and the ability to manage multiple competing priorities and achieve timeframes.
- 3.1.7 Proven ability to work with change and can proactively promote the value of change in the workplace.
- 3.1.8 Understands the broader commercial environment in which the organisation operates and can balance innovative thinking within a commercial context.
- 3.1.9 Excellent interpersonal and communication skills which ensure ICT services are effectively delivered and explained to meet the stakeholder needs and expectations.
- 3.1.10 Demonstrated skills and experience with Microsoft Platforms and a wide understanding of information systems.

KEY PERFORMANCE INDICATORS	
Financial	<ul style="list-style-type: none"> • Assisting the Manager Corporate Services with the setting of annual budgets • Demonstrated commerciality through prudent management and delivery of ICT services and plans.
IT Service and Support	<ul style="list-style-type: none"> ▪ Support and service activities are prioritised based on impact to business operations. ▪ Help Desk requests are actioned and resolved within appropriate timeframes and are monitored, tracked and reported on through the ticket system.
Compliance & Risk Management	<ul style="list-style-type: none"> • Governance documents, policies and procedures are current and align with contemporary practice. • Technology risks are identified, managed and maintained
IT Systems & Processes	<ul style="list-style-type: none"> • Assist in the development of the ICT strategic plan and implementation of corresponding action plan. • Systems integration monitored and reports provided to the Manager Corporate Services. • Adherence to organisational policies.
Maintenance & Innovation	<ul style="list-style-type: none"> • Demonstrated awareness of emerging technologies and applications relevant to the organisation and communicated to the Manager Corporate Services as required. • Network systems downtime is minimal.
Leadership & Culture	<ul style="list-style-type: none"> • Proven behaviours as a role model through professionalism, leadership, courtesy, respect and 'living' the organisational values, along with fostering a workplace culture reflective of these values. • Demonstrated flexibility in approach to working hours in the context of work priorities. • Day to day activities prioritised in the context of the strategic plan. • Recognises own areas for improvement, continuously seeks out new ideas and broadens own knowledge to improve personal and business effectiveness • Professional courtesy demonstrated by ensuring timely attendance of meetings, responding promptly to emails and meeting deadlines. • Vendors and contractors are managed effectively and in line organisational policies and procedures.

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development Review Process.

The Employer may vary the Position Description from time to time in accordance with operational needs.



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew or Lucy Dinnison-Mitchell on (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.