



POSITION DESCRIPTION

POSITION	Corporate ICT Co-ordinator
POSITION NO	650011
CLASSIFICATION	Annualised Salary
DIVISION	Corporate
DEPARTMENT	Information Services
LOCATION	Civic Centre
DATE PREPARED	27 October, 2009
OCCUPANT	Vacant

OBJECTIVE

- Provide leadership for the development of strategy and architecture of Council's Information and Communication Technologies (ICT).
- Provide coordination and hands-on support to ensure the successful coordination, security, availability and operation of Council's network, communications (data & voice) and desktop infrastructure.

ACCOUNTABILITIES

1. Excellence in Customer Service

- Provide professional, friendly and timely customer service (including hands-on assistance) with a client and industry best practice focus.
- Develop strong and positive relationships with both internal and external customers.
- Contribute to the development of service excellence across the organisation.
- Ensure that members of the ICT team achieve performance standards set in the Information Services Customer Charter and other key performance indicators.
- Provide advice, support and assistance to all divisions/sections in regard to all aspects of Council's ICT environment.
- Use interpersonal skills to build relationships with all service units and recommend and deliver appropriate technology to support business goals and objectives.
- Contribute to continuous improvement and innovation through appropriate business consulting and analytical research.

2. People Management

- Manage staff and work allocation and provide leadership, support and assistance to the ICT team.
- Empower, lead and build the team to deliver quality outcomes and meet operational objectives
- Undertake human resource management activities such as recruitment, induction, performance management, learning and development, occupational health and safety, and diversity for staff reporting to this position.

3. **ICT Services**

- Plan, develop and enhance Council's ICT environment in line with the IS strategic plan and ensure that all development is undertaken in a controlled and documented manner.
- Ensure the security and availability of Council's ICT infrastructure, data and systems.
- Ensure appropriate risk mitigation strategies, disaster recovery and business continuity processes and infrastructure are in place.
- Provide hands-on network administration, ICT capacity planning and infrastructure design.
- Ensure appropriate processes and procedures for the administration and maintenance of corporate databases
- Plan, schedule and coordinate all ICT projects and activities and work closely with the Network Administrator and the ICT Support officer on the delivery.
- Investigate and evaluate ICT hardware, software and related services and recommend and co-ordinate acquisitions within budget constraints.
- Explore and test new and emerging technologies to identify potential opportunities and make appropriate recommendations.
- Manage, upgrade and maintain Council's network, desktop and communications infrastructure and Standard Operating Environment (SOE)
- Coordinate the service and maintenance aspect of all Council's photocopiers, fax, scanning and printing devices and implement and maintain systems to capture and allocation printing and photocopying costs.
- Ensure that all incidents, change and service requests are logged and tracked through the helpdesk system (currently HEAT).
- Ensure the co-ordination and maintenance of Council software licences, maintenance agreements and warranties for ICT
- Prepare, update and maintain relevant policies, procedures, service levels and standards and ensure all components and processes of Council's ICT environment are appropriately documented.
- Ensure appropriate inventory of all hardware and software assets
- Liaise with vendors and suppliers with respect to ICT services, products and solutions.
- Work closely with the other coordinators and team leaders in the department to ensure initiatives, projects and developments are aligned to a common IS strategy and direction.
- Develop and manage operating and capital budgets for ICT. .

4. **Team Support**

- Support the IS Manager in the effective and efficient support of the Department and provide advice and recommendations on ICT issues.
- Provide strategic input into the overall management of the department.
- Provide and co-ordinate performance and other business reporting as required.
- Manage projects as assigned by the IS Manager.

- Coordinate the delivery of third level support and advice to the helpdesk team as well as hands-on assistance during peak times.
- Provide guidance and direction relating to purchasing and maintaining of mobile phones to the Purchasing & Contract Admin Officer.

5. **Project Management**

- Undertake and manage technology projects according to Council's project management guidelines and procedures.
- Undertake and manage other projects as assigned by the IS Manager.
- Responsible for the delivery of projects and initiatives allocated to the ICT group.

6. **Corporate Responsibilities**

- Comply with all Council policies, procedures and guidelines including those relating to Occupational Health & Safety, Equal Opportunity (including harassment and bullying), Privacy and Code of Conduct.

ORGANISATION RELATIONSHIPS

Reports To:	Manager Information Services
Supervises:	Network Administrator, ICT Support Officer
Internal Liaisons:	Helpdesk Team, Purchasing and Contracts Admin Officer, All Council Service Units and staff
External Liaisons:	Technology suppliers, relevant officers in state and local government departments, key industry and business groups, consultants.

AUTHORITY/ACCOUNTABILITY AND DECISION MAKING

- Responsible for the management of operational and capital works expenditure of approximately \$600,000 - \$800,000.
- Responsible for strategic direction for ICT.
- Identify, recommend and implement enhancements to network and desktop technologies and services.
- Authority to take necessary actions to ensure the continued operations of Council's ICT environment.
- Authority to negotiate and purchase ICT components subject to IT Manager's delegation and in compliance with corporate and IS specific purchasing procedures.
- Provide and suggest relevant training to members of the ICT team to ensure the necessary skill set is in place.
- The position will be responsible for decision making at operational level for ICT activities.
- The incumbent will be required to provide contemporary professional advice and technical support on all matters of information technology. Decisions will have a significant effect on the delivery of services by Council staff.
- The position has responsibility to ensure the satisfactory resolution of all ICT issues.

- Ensure Council's Risk, OHS & Injury Management Plans are observed and complied with at a personal level
- Co-operate with Council in relation to any action taken to comply with the Occupational Health and Safety Act.
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of self or any person at the workplace
- Ensure compliance with all Privacy legislation and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner
- Responsible for the timely completion of audit recommendations.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Information Technology, and/or substantial appropriate experience.
- Proven relevant experience in planning, developing and managing ICT infrastructure, security and associated procedures, policies, strategies and processes.
- Substantial hands-on experience in network administration gained in a complex and multi-faceted IT environment.
- Experience in managing staff in an ICT environment.
- A current Victorian driver's licence.

SPECIALIST KNOWLEDGE AND SKILLS

- Demonstrated operational management skills in a large and complex ICT environment.
- Detailed knowledge of data and voice communications and network protocols.
- Appropriate qualifications/in depth working knowledge in the use a range of Microsoft suite of products, including Office, Exchange, SQL, SMS and MS Server applications.
- Proven ability to project manage complex ICT projects.

MANAGEMENT SKILLS

- Ability to supervise, motivate, support and manage staff.
- Ability to set priorities, plan and organise workloads and monitor performance objectives.
- Solid financial management skills

INTERPERSONAL SKILLS

- A commitment to delivering an excellent standard of customer service.
- Ability to relate effectively at all levels of the organisation.
- Ability to negotiate, influence and gain cooperation and support from others.

GENERAL INFORMATION FOR APPLICANTS

Employment Contract

An attractive remuneration package is offered \$75-\$80 circa (including superannuation) for a highly experienced and suitable applicant. A performance bonus payment of up to 10% of the total remuneration package may be applicable subject to agreed performance targets being achieved. Performance Pay is currently being reviewed. Agreed performance targets will be negotiated and progress will be monitored every 6 months.

This Position Description will be subject to regular review.

Qualifying Period of Employment

The successful candidate will be subject to a 6-month qualifying period in accordance with the Fair Work Act 2009.

Driver Licence

As a selection criterion for this position is the possession of a current Victorian Driver Licence, the successful applicant will be required to obtain a Driver History Report from VicRoads. Council will meet the cost of obtaining this report.

Superannuation Choice

Vision Super "Super Saver Accumulation Plan" (9% Employer Contribution). A choice of fund is available provided the Vision Super's 'Clearing House' facility is used.

National Police Records Check

It is a requirement of the pre employment process to undertake a National Police Records Check.

Privacy and Your Job Application

Frankston City Council is committed to ensuring your application is handled respectfully and in accordance with the requirements of the Victorian Information Privacy Act 2000 as follows:

- Any application submitted will be treated as strictly confidential.
- The personal information you submit as part of your application is collected for the purpose of assessing your application in accordance with the selection criteria outlined in this position description.
- Your application, including your personal information, may be stored until the position is filled, and if you are the successful candidate, will be stored in your personal file.
- Frankston City Council may disclose your personal information to your nominated referees.
- In submitting your application, you may provide us with the personal information of others, for example, the names and contact details of your referees. In this case you are encouraged to inform your referees that you are disclosing that information to Frankston City Council and that information may be stored until the vacancy is filled. If you are the successful candidate, the information may be stored on your personal history file.
- If you would like to enquire about the handling of your personal information, please contact Organisation Development on 9784 1835.

Employer of Choice

Frankston City Council enjoys an emerging reputation as an 'Employer of Choice'. For a number of years we received recognition from the Managing Work Life Balance Benchmarking Study as being ranked in the top 25 organisations around Australia for its Work Life Balance policies and practices. Our annual employee survey has ranked our employee satisfaction rating ahead of the municipal benchmark for since 2002.

Frankston City strives to provide a family friendly workplace, flexible working arrangements and holds a strong commitment to ensuring a work environment that is free of harassment and bullying.

Frankston City Council offers a range of Reward and Recognition Awards to acknowledge outstanding work performance.

Application Process

Applications quoting the position title and addressing the selection criteria are to be addressed to Jennie Bentley, Human Resources Coordinator, Frankston City Council, PO Box 490, Frankston, 3199, Email: applications@frankston.vic.gov.au or faxed on (03) 9784 1099 and must be received by Friday, 13 November, 2009.

Mick Cummins
General Manager
Corporate