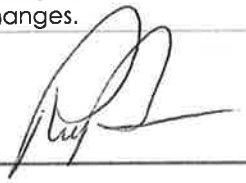
VICTORIA DALY REGIONAL COUNCIL

Integrity, Respect
Equality
Honesty, Openness

JOB OVERVIEW			
JOB TITLE	Manager ICT Service Delivery		
JOB LOCATION	Victoria Daly Regional Council	WEEKLY HOURS	38
DIVISION / DEPARTMENT	Corporate Services	LEVEL	9
DIRECT REPORTS	ICT support officer	WORKING CONDITIONS	Working remotely with remote travel required and stays in remote communities
REPORTS TO	CEO	EMPLOYMENT CONDITIONS	Victoria Daly Regional Council Enterprise Agreement 2018-2021.

POSITION DETAILS	
JOB PURPOSE	The Manager ICT Service Delivery will ensure that information and Communication Technology (ICT) services are delivered effectively to meet business requirements.
DUTIES AND RESPONSIBILITIES	1. Implement and coordinate **within six months** all Council data to provide updated / live data for asset management (GIS), records management, finance, human resources, Infocouncil, Microsoft 365 and present progress reports to Council monthly. 2. Provide leadership and management with the implementation of new systems, processes and standards as required. 3. Manage the ITC budget ensuring all expenditure meets procurement guidelines. 4. Ensure relationship between ICT service providers and agencies are positive and produce outcomes. 5. Provide strategic advice in relation to the development of policies and procedures in line with Council standards. 6. Liaise with all managers to ensure understanding their needs and facilitate and manage ICT projects. 7. Ensure ICT requirements are being met by division's and investigate opportunities for service improvement through the effective use of technology and training. 8. Provide leadership, management and mentoring to staff across a range of disciplines including Infrastructure support, ICT Security, Mobility and ICT Operations including Software support, Mapping services and Reporting requirements. 9. Provide advice and guidance on ICT Government initiative and implement initiatives where required. 10. Maintain a safe working environment and ensure Work Health & Safety regulations are adhered to. 11. Ensure the policies and procedures of the Council are adhered to and all resources effectively deployed.

QUALIFICATIONS, EDUCATION, EXPERIENCE & KNOWLEDGE	
EDUCATION REQUIREMENTS	1. Professional qualification in a related field or extensive experience in Computer Science, Computer Engineering, Systems Analysis or related discipline.

EXPERIENCE & KNOWLEDGE REQUIREMENTS	1. Familiar with Local Government systems and procedures. 2. Excellent interpersonal and communication skills including the ability to liaise with a diverse range of people. 3. Ability to effectively plan and prioritise actions for outcomes. 4. A consistent high performer, results driven and customer focused. 5. Demonstrated self-management skills including effective time management and organisational skills. 6. Demonstrated ability to provide a high level of Integrity and Confidentiality 7. Demonstrated ability to analyse and problem solve in a financial management context. 8. Sound knowledge of the principles of work, Health & Safety.
OTHER REQUIREMENTS	1. Criminal History Check (Recent within 3 months) 2. A current driver's licence.
PHYSICAL REQUIREMENTS	The position holder's employment conditions are as set out in the holder's letter of employment offer and in the Victoria Daly Regional Council Enterprise Agreement 2018-2021.
CHANGES TO JOB DESCRIPTION	From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment including technological requirements or statutory changes.
APPROVED By RUSSELL ANDERSON CHIEF EXECUTIVE OFFICER	 **DATE APPROVED** 1/7/2021