# Manager ICT and Innovation

| Business Unit | Corporate and Community |
|---|---|
| Areas of Responsibility | ICT, Continuous Improvement |
| Team | ICT and Innovation |
| Reporting to | General Manager Corporate and Community |
| Positions Reporting to it | Nil |
| Agreement Type | Permanent Individual Contract |
| Employment Condition | Fair Work Act 1994 |

**Economic Growth and Opportunity**

We will be an innovative, diverse and growing local economy

**Liveable and Active Communities**

We will be a healthy, safe, inclusive and empowered community

**Governance and Leadership**

We will be strategically driven, community aware and accountable

**Sustainable Environment**

We will be clean, green, renewable and resilient

**Community Assets and Placemaking**

We will be a welcoming, liveable and accessible City

## How does this Position contribute to our Community?

The Manager ICT & Innovation will ensure that the City of Port Lincoln is leveraging opportunities to implement cost effective, efficient and innovation solutions to manage its information and communications systems resulting in better decisions and streamlined processes for the community when interacting with Council.

## What does this Position do?

The Manager ICT and Innovation is a strategic leadership role responsible for overseeing the Information and Communication Technology (ICT) operations within the City of Port Lincoln. This position involves ensuring the efficient functioning of all technology systems, infrastructure, and services. The Manager ICT and Innovation develops and implements IT strategies, policies, and procedures to support the organisation's objectives and foster innovation. They collaborate with stakeholders across departments to identify and address ICT needs, enhance system performance, and optimize technological solutions.

## Key Duties:

## Information Communication Technology

- Lead ICT projects for the optimisation of the organisation's performance and customer service initiatives.
- Manage vendor relationships, contracts, and service agreements to optimize value and ensure the delivery of quality services.
- Collaborate with cross-functional teams to identify business needs, requirements, and opportunities for leveraging technology to drive efficiency and innovation.
- Ensure appropriate backup and recovery procedures are deployed.
- Provide hands-on support to end users from time to time, including diagnostics and corrective action for both hardware and software, peripheral support, repairs, testing and disposal in conjunction with 'help desk' team.
- Recording and maintenance of Maqiq Software System processes and procedures across the organisation.
- Wastewater and SCADA recording and reporting.
- Introduction and expansion of departmental reporting systems.
- Development and implementation of ICT strategies (including cloud and systems strategy, consideration of smart cities strategy).
- Develop and enforce ICT policies, procedures, and standards to ensure compliance, security, and data integrity.
- Lead the establishment, communication, and maintenance of the organisation's ICT standards.
- Assessment, maintenance and reporting of Council data for Executive and Elected Members.
- Oversee the design, implementation, and maintenance of robust ICT infrastructure, systems, and networks to ensure reliability, security, and scalability.
- Facilitate Councils end user device program within Councils budget allocation.
- Facilitate training and support for Council employees.
- Ensuring the availability of the infrastructure is maximised for operational hours of the organisation that appropriate backup and recovery procedures are deployed and the network is maintained at greater than 99.9%.

- Development and maintenance of Council's ICT disaster recovery plan.
- The reliable measurement and monitoring of service standards.
- Develop and manage the ICT budget, monitoring expenses and resource allocation to optimize cost-effectiveness and ROI.

**Continuous Improvement and Innovation**

- Develop and implement strategic ICT initiatives and roadmaps aligned with the organisation's goals and objectives.
- Drive innovation and continuous improvement by staying abreast of emerging technologies, industry trends, and best practices.
- Ensure the ongoing evaluation and review of work practices and processes within all areas of responsibility to ensure they are effective and efficient and implement improvements where appropriate.
- Promote a culture of change and innovation by encouraging new ideas.
- Identify and propose additional business opportunities that enhance Council's existing capabilities.
- Ongoing maintenance and improvement of services across the organisation.

**Work Health and Safety**

- Participate in the implementation of the City of Port Lincoln WHS & Risk Management Plan.
- Proactively promote & consider WHS & Risk Management in operational functions, decision making and projects
- Contribute to the development of health and safety policies and procedures, ensuring consultation with all involved. Ensure they are implemented, monitored, and evaluated within your area.
- Ensure staff within their area of responsibility have received appropriate instruction, training and supervision to undertake their role.
- Actively support Supervisors/Coordinators & injured workers during return-to-work processes

## Essential Qualifications, Experience, Knowledge & Skills

- Bachelor Degree in Information Technology, Computer Science, or a related field.
- Proven track record of achievement at a senior level within the ICT industry.
- In-depth knowledge of ICT infrastructure, systems, and networking technologies, preferably including but not limited to Sales Force and Magiq software systems.
- Providing sound authoritative advice on complex ICT strategic matters.
- Preparation of reports and presentation of clear concise information for multiple audiences.
- Interpersonal skills which emphasise and encourage a professional service delivery focus.
- Highly developed project management skills which underpin the timely development of strategies, projects and programs and assist in cross functional collaboration.
- Proven ability to analyse operational systems and processes to support continuous improvement and drive innovation.
- Ability to consider and respond to budgetary implications for the whole of section and provide advice to position the organisation to meet financial challenges.
- Strong analytical and problem-solving skills, with a proactive and results-driven approach.
- Ability to travel between sites.

- Flexibility to work outside normal business hours on those occasions required by the demands of the position.
- Current Drivers Licence.

## Highly regarded but not essential Qualifications, Experience, Knowledge & Skills

- Demonstrated understanding of, commitment to, and alignment with Council's service values.
- Knowledge of risk management principles and methodologies.
- Experience working in state or local government is advantageous.
- Relevant industry certifications (e.g., ITIL, PMP, CISSP)

## Key performance indicators

- **Vendor Performance:** Assess the performance of IT vendors and service providers based on factors such as responsiveness, quality of service, and adherence to service level agreements (SLAs).

- **Project Delivery Timelines**: Track the adherence to project timelines and milestones for ICT initiatives.

- **Incident Response Time:** Monitor the average time taken to respond to and resolve ICT incidents and service requests.

- **System Uptime:** Measure the percentage of time that critical systems and services are operational without interruption.

- **Formal reporting:** Implement formal and consistent reporting processes to Executive to include ICT and Customer Service delivery performance.

| Corporate Requirements | |
|---|---|
| **We expect employees of the City of Port Lincoln to embrace the below principles** | |
| **POLICY & PROCEDURE** | Observe and adhere to Council Policies, Procedures and Best Practice Statements. Comply with Record Management requirements as per the State Records Act 1997. |
| **WORK PLACE FLEXIBILITY** | Council acknowledges that a multi-skilled workforce provides a broader range of skills which bring a greater flexibility to the work area, you may therefore be asked to comply with reasonable direction to perform duties outside of the scope of the position description. Employees are responsible for managing their leave and accrued time so that entitlements do not impact negatively on their work team. |
| **WHS & RISK MANAGEMENT** | Adhere to Council's Work Health & Safety (WHS) and Risk Management requirements including participating in the review of Policies and Procedures. Contribute to a constructive culture where safety is placed first. |
| **RECORD KEEPING** | Employees are responsible and accountable for adequately managing the corporate records they create and receive according to relevant policies, procedures and legislation, including the State Records Act. |
| **TEAM WORK** | Proactively participate in your work team and comply with the Code of Conduct for Council Employees 12.63.12. |

**ACKNOWLEDGEMENT**

This position description has been designed to indicate the general nature and level of work performed by employees in this position and classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks and responsibilities required of employees assigned to the role.