

POSITION DESCRIPTION

POSITION TITLE	Coordinator ICT Operations
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	9 - Salaried
RESPONSIBLE TO	Manager ICT Services

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally, and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To lead and coordinate the design and ongoing development of the City's ICT Operations and manage delivery of services of an effective ICT Operations service unit in accordance with relevant legislation, council budget and organisational policies, and safeguarding security measures to protect all assets, systems and data.

SUBSERVICE STRUCTURE



KEY RESULT AREAS

MANAGEMENT & LEADERSHIP

- Provides leadership and management to direct reports.
- Assesses training needs and manage expectations of staff under supervision.
- Coaches, motivates and manages staff performance, including annual reviews and goal setting.
- Promotes a multiskilling environment.
- Creates a positive team environment, identifying opportunities to collaborate, problem solve and improve service delivery.
- Supports the team to create a safe working environment and proactively identifies and reports safety hazards and improvements.

STRATEGIC AND OPERATIONAL PLANNING

- Ensure compliance with all applicable legislation, policies and procedures.
- Monitors and achieves performance indicators.
- Contribute to the effective strategic and operational planning by offering innovative suggestions to the immediate supervisor as may be appropriate.
- Delivers compiling reports, agendas, and business correspondence.
- Prioritises and works in a timely manner to achieve outcomes.
- Are the Subject Matter Expert for all City matters regarding Information Communications and Technology.
- Collaborates with all members of the ICT Services.
- Performs ad hoc tasks as determined by the ICT Services Manager

COMMUNICATION AND CUSTOMER SERVICE

- Fosters and maintains strategic partnerships and networks, particularly in relation to the City's Operational Areas.
- Fosters a culture of innovation and excellence through continual team improvement.
- Ensures consistently high standard of customer service is delivered both internally and externally.
- Measures and manages the effectiveness service delivery.

SUPPLIER MANAGEMENT

- Manages suppliers to meet key performance indicators and agreed targets.
- Manages the operational relationships between suppliers and ensures potential disputes or conflicts are raised and resolved.
- Collects supplier performance data and investigates problems.

- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements and market intelligence. Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programmes.

OPERATIONAL SYSTEM SOFTWARE

- Ensures that system software is provisioned and configured to facilitate the achievement of service objectives.
- Evaluates new system software and recommends adoption if appropriate. Plans the provisioning and testing of new versions of system software.
- Investigates and coordinates the resolution of potential and actual service problems.
- Ensures that operational procedures and diagnostics for system software are current, accessible and well understood.

NETWORK SUPPORT

- Carries out agreed network maintenance tasks and specified operational configuration of network components.
- Establishes and diagnoses network problems/incidents using the required troubleshooting methodology and tools.
- Uses network management software and tools to collect agreed performance and traffic statistics.
- Maintains the network support process and checks that all requests for support are dealt with according to agreed procedures.
- Ensures network configurations are applied to meet operational requirements in line with agreed procedures.
- Uses network management software and tools to investigate and diagnose network problems, collect performance statistics, and create reports.
- Drafts and maintains procedures and documentation for network support and operation.
- Makes a significant contribution to the investigation, diagnosis, and resolution of network problems.
- Ensures that all requests for support are dealt with according to set standards and procedures.

ICT INFRASTRUCTURE MANAGEMENT

- Provisions/installs, configures, and maintains infrastructure services and components.
- Monitors, measures and reports on infrastructure load, performance, and security events. Identifies operational issues and contributes to their resolution.
- Carries out agreed operational procedures, including backup/restore, using supplied infrastructure tools and scripts.
- Carries out agreed system software maintenance tasks. Automates routine system administration tasks to specifications using standard tools and basic scripting.
- Provides technical expertise to enable the correct application of operational procedures.
- Contributes to the planning and implementation of infrastructure maintenance and updates. Implements agreed infrastructure changes and maintenance routines.

- Uses infrastructure management tools to determine load and performance statistics. Configures tools and/or creates scripts to automate the provisioning, testing and deployment of new and changed infrastructure. Maintains operational procedures and checks that they are executed following agreed standards.
- Investigates and enables the resolution of operational issues. Provides reports and proposals for improvement, to specialists, users, and managers.
- Provides technical leadership to optimise the performance of ICT infrastructure.
- Investigates and manages the adoption of tools, techniques, and processes (including automation) for the management of systems and services.
- Oversees the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards.
- Ensures that operational procedures and documentation are fit for purpose and kept up to date. Ensures that operational issues are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers.

CYBERSECURITY MANAGEMENT

- Works with internal teams to ensure business needs and priorities are understood and aligned to cybersecurity requirements.
- Establishes network security policies and procedures, for monitoring, reporting, and training.
- Provides leadership, management, direction on Cyber Security events.
- Monitors systems for security gaps and designs effective solutions.
- Investigates security alerts and provides incident response and reporting.
- Liaises with regulatory authorities and law enforcement agencies on incidents.
- Formulates an ICT security incident response strategy with methods of notifying parties.
- Creates plans to help ICT personnel carry out proper security procedures.
- Provides security reports and updates.
- Advises the organisation including senior stakeholders on current and emerging risks, security controls and best practices.
- Provides advise on cyber security aspects in procurement and contract management activities, through the assessment of security checklists, certifications and security assurance reports.
- Leads internal and external ICT audits and undertakes remediation activities relating to findings.

RISK MANAGEMENT

Identifies and manages ICT Operations risks within the City's Risk Management Framework.

ITIL PROCESS MANAGENT

Works with internal teams to ensure agreed ITIL processes are implemented and managed with a particular focus of the following:

- Incident Management
- Problem Management
- Change Management
- Configuration Management
- Availability Management
- Capacity Management
- Security Management

BUSINESS IMPROVEMENT

- Champions business improvement within ICT Operations.
- Ensures all ICT Operations processes are mapped within the City's chosen mapping tool.

FINANCIAL STEWARDSHIP

- Contributes strongly to the preparation and management of the ICT Services Budget.
- Actively promotes the budget process and develop means of ensuring its effectiveness encouraging ownership and participation at the unit level.
- Continually improves the budget review process, developing an accurate model to deliver timely and meaningful operating and capital forecasts.
- Prepares overhead and on-costings.
- Ensures timely completion of the Annual Budget and Budget Reviews.

ANALYSIS & REPORTING

- Analyses ICT Operations data and information to identify trends and provide insight for Managers and Directors.

WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

WORKPLACE COMPETENCY

Upholds the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Relevant tertiary qualification and/or professional qualifications

SELECTION CRITERIA

1. Demonstrated ability to lead and motivate an independent and driven technology team including providing technical advice, safety / health & wellness (OHS & EEO, work/life balance), professional development and team culture.
2. Demonstrated ability to engage 3rd party vendors and effectively monitor supplied service levels and outcomes.
3. An understanding of the IT service management ITIL framework is essential.
4. Demonstrated experience in network architecture and managing the operational configuration of network components.
5. Experience in security management providing technical and administrative services to implement security controls and strategies.

6. Ability to express complex technical concepts effectively, both verbally and in writing relating these to the business needs and drivers.
7. Demonstrate the ability to deliver quality customer service with a proactive and positive communication style.
8. Experience in leading a small team is essential.
9. Relevant tertiary qualification and/or professional qualifications are essential.
10. Knowledge of the Local Government Act 1995 is desirable.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 10 August 2023
