

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Information Technology Manager	<b>Designation and Classification Level</b>	Level 8
<b>Position No</b>		<b>Division</b>	Corporate Services & Sustainability
<b>Business Unit</b>	Information Technology	<b>Reports To</b>	General Manager Corporate Services & Sustainability
<b>Location</b>	Katherine	<b>Date Created</b>	May 2023
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	<p>The IT Manager will lead the organisation by supporting staff with the best information technology and systems available for them to do their jobs and provide excellent customer service.</p> <p>IT Manager is responsible for the organisation, implementation and maintenance of all computer systems, networks and applications in Roper Gulf Regional Council, while also maintaining good relationships with relevant third parties. They will effectively manage third party agreements and contracts within the business unit.</p> <p>Consistent analysis and reporting of Enterprise Resources Planning (ERP) mapping and design that underpins business systems and practices must be sustained to ensure to consistent implementation of relevant emerging technologies to ensure continual innovation and the most strategically effective IT delivery is achieved.</p> <p>IT Manager would manage a small team of IT professionals to support the IT operations.</p>		
3. KEY RESPONSIBILITIES			
<p><b>1. Service Delivery, Planning and Monitoring</b></p> <ul style="list-style-type: none"> <li>• Development and implementation of an IT Strategic Plan that drives access to technologies that improve communication, accessibility and efficiencies across all divisions of the organisation and support high quality customer service.</li> <li>• Enterprise Resource Planning (ERP) mapping and design, understanding workflows and brokering technology that can assist or be complimentary to our business needs and roadmaps to be incorporated into strategic plan.</li> <li>• Develop, implement and report against an operational plan each year for the IT department, ensuring integration with Council's strategic plan and regional plans.</li> <li>• Ensuring customer friendly and effective IT support is delivered to RGRC Staff by providing an efficient IT Help Desk.</li> <li>• Plan and oversee the installation and maintenance of computer systems, hardware, and networks</li> <li>• Develop and implement policies related to network security, disaster recovery, and IT infrastructure</li> <li>• Establish, measure, and define IT goals and maintain an IT roadmap</li> <li>• Monitor and analyse the success of IT initiatives and projects and continually develop and evaluate new technologies and tools for Council</li> <li>• Manage development projects to integrate new technologies into existing systems</li> <li>• Perform ongoing support and maintenance of all hardware, software, and network components</li> <li>• Establish a security policy to protect Councils information and resources</li> <li>• Management of security systems in Council Offices, including alarms and cameras.</li> <li>• Up-keep and development of strong working relationships within Council and relevant third parties.</li> </ul>			

- Effective maintenance of IT related hardware in Support Centre and Remote Communities.
- Effective management of all Telstra supplied services including networks, mobile and satellite services.
- Effective management of IT procurement for all RGRC staff including IT fleet rotation every 3 years.
- Effective management of IT Asset Register.
- Consistent review and analysis of all IT related applications and software to ensure they best meet business needs
- Oversee team travel to all remote communities for inspection and audit of IT infrastructure and training to remote staff
- Management of current user licenses in all IT managed applications
- Analyse resource utilization and develop strategies to optimize performance

## **2. Organisational Sustainability**

- Review and analysis of all third party contracts to ensure agreements are met and maintained.
- Development of IT Operational Budget each fiscal year and quarterly review.
- Management of ongoing and future IT Projects.
- Development of strategies to better digital literacy within Council.
- Reporting to the Senior Leadership Team of ongoing and upcoming projects, while also recommending emerging technologies where relevant.
- Understanding and implementation of RGRC ERP moving forward.

## **3. Quality and Continuous Improvement**

- Working with RGRC Department heads to ensure business needs are met and identifying issues faced by staff.
- Monitoring of all emerging technologies for continual innovation and provide recommendations, implementation of systems that support continuous improvement and efficiencies across Council.
- In depth review of IT related policies and procedures to ensure best practices are followed.

## **4. Work Health and Safety (WHS)**

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
  - Correct minor hazards as applicable.

## **4. SELECTION CRITERIA**

**ESSENTIAL**

- Bachelor's degree in IT, computer science, engineering or a related field
- A minimum of 3 years of experience in IT management
- Strong teamwork and communication skills
- Strong troubleshooting and problem-solving skills
- Knowledge of industry-standard computer hardware and software systems
- Experience with network administration (Cisco certification a plus)
- Proven experience in the configuration and management of a range of IT systems and processes, inclusive of computers, networking , cloud management and ERP systems
- Familiarity with software platforms including Microsoft 365, SharePoint
- Strong knowledge of telecommunication devices
- Demonstrated experience working in a computer dependent environment, including the identification and implementation of IT based systems to improve and increase accessibility, communication and efficiencies in business processes.
- Demonstrated experience in the development, implementation and monitoring of strategic and operational plans in an IT based role.
- Demonstrated experience in managing a small team that operates in a service delivery environment.
- Ability to negotiate and manage external service agreements independently

#### DESIRABLE

- Knowledge of Microsoft Azure and relevant systems
- Knowledge of Meraki systems
- Knowledge of Ubiquiti Point to Point systems
- Experience working in remote communities
- Local Government experience.

#### MANDATORY REQUIREMENTS

- Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
- Undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
- Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
- Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
- Able to meet the inherent requirements of the position both physically and mentally.

#### TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

#### ACKNOWLEDGEMENT

<b>General Manager</b>	Cindy Hadow	<b>Date Approved: 1 November 2024</b>	<b>Signature:</b> <i>Cindy Hadow</i>
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>