

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Manager, Client Devices and Assets Management
Position Number	004162
Business Unit	Business Engagement and Client Services (BECS)
Branch	Business and Executive Services
Location	Hobart
Immediate Supervisor	Manager, Business Engagement and Client Services
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Permanent
Classification	Band 7

Focus:

Manage the Devices and Asset Management team with a client-focused approach. Developing and implementing organisational strategies for timely full lifecycle management of the client facing Information and Communications Technology (ICT) assets for the Agency. Ensure the selection, deployment, maintenance and replacement of fit for purpose ICT assets that is in accordance with current cybersecurity best practice.

Primary Duties:

- Manage the Devices and Assets Management team to ensure it provides a customer-focused approach, meets expectations and service metrics for Technology & Innovation strategies, policies and service level agreements following Information Technology Service Management (ITSM) principles.
- Initiate, develop and implement strategic plans for the delivery of client facing ICT asset lifecycle management, in line with the business strategies and priorities.
- Lead the development and implementation of client facing ICT asset lifecycle management processes, standards, and procedures to reduce risk and improve cybersecurity and ensure they are consistently applied.

- Provide effective leadership and guidance to Devices and Assets Management team members, including professional development and review. Use encouraging, collaborative and empowering practices to engage the team in the organisation's strategy and to create a positive working environment.
- Build and manage strong successful working relationships with customers and stakeholders and to ensure systems and processes are in place to deliver the expected service standards.
- Analyse and review service performance and metrics to promote continual service improvement to customers.
- Provide high level advice and guidance to the Manager, Business Engagement and Client Services regarding development, implementation and support of information communication technology strategy, projects, policy and initiatives. Contribute to the Business Engagement and Client Services management team's strategies, goals and activities.

Scope of Work:

Responsible for the provision of authoritative and specialist advice to management. Responsible for efficient and effective program of service delivery including budget and resource management, with considerable independence in determining priorities and approach to managing activities or programs.

Responsible for providing leadership, culture and development of the Devices and Assets Management team.

Direction and Supervision:

Work is undertaken under broad guidance from the Manager, Business Engagement and Client Services and is conducted with a business focus and undertaken in cooperation with branch management and senior specialist staff.

Direction is provided in terms of overall objectives, with minimum supervision of day-to-day activities, negotiation for resources and establishment of general priorities and autonomy in respect of day-to-day activities.

Selection Criteria:

1. Demonstrated leadership and management experience in motivating a team to deliver quality customer-focused service to achieve results in agreed time frames and with resource constraints.
2. Demonstrated ability to develop and implement efficient and effective client facing asset lifecycle management strategies to reduce risk and improve cybersecurity using ITSM principles.

3. Demonstrated skills in initiating, developing and implementing strategic plans using guiding, empathetic, collaborative and empowering leadership skills to engage the team.
4. Well-developed skills in creating and maintaining excellent customer and stakeholder relationships and demonstrated conflict resolution, negotiation and influencing skills.
5. Well-developed communication skills including the ability to communicate clearly and concisely to engage at the technical, business and senior management.

Qualifications and Experience:

Desirable:

Qualifications or a commensurate level of experience in a relevant technical discipline, together with management experience is required.

Experience with ServiceNow, Microsoft SCCM, and ITIL V3/4 methodology would be an advantage.

Essential requirement:

A person is to provide evidence that they are vaccinated against COVID-19 or have an approved exemption.

A person is vaccinated against COVID-19 if the person has received all of the doses of a vaccine for COVID-19, necessary for the person to be issued with a vaccination certificate in respect of COVID-19 by the Australian Immunisation Register, or an equivalent document from a jurisdiction outside of Australia. A person may be granted an exemption from the requirement to be vaccinated against the disease where the person demonstrates –

1. Medical contraindication

A person is unable to be vaccinated against the disease due to a medical contraindication if they:

- a) provide evidence in a form provided and accepted by the Head of Agency from a medical practitioner (as defined by the Australian Immunisation Register as a medical practitioner who can grant a medical exemption) which certifies that the person has a medical contraindication that prevents them from being vaccinated against the disease.

Or

- b) have a medical exemption, that applies to the vaccinations for the disease, that has been recorded on the Australian Immunisation Register, operated by or on behalf of the Commonwealth Government.

2. Exceptional circumstances demonstrated to the satisfaction of the Head of Agency.

Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the State Service Act 2000 (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including senior officers and Heads of Agency.

Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the State Service Act 2000. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During the emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident. Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level. Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

The occupant will work as a member of a team that may consist of Police members and State Service employees. There may be a requirement to perform duties relevant to Band, skills and experience in other work areas.

Approved

MARCO GHEDINI

Acting Director People and Culture

Date: 7 June 2022