

Office of the Chief Information Officer

Director, Enterprise Systems Support – Statement of Duties

Objective

To manage Agency's enterprise business information systems to meet business objectives, in accordance with the policies approved by the Agency Executives, Governance and Management Committees and Business System Owners.

Duties

- Oversee the enterprise systems support function for the Department, incorporating strategy, architecture, operations and processes, applications and processes, security and continuity, vendor management, standards and policies, support and resources.
- Provide advice to the management committees and business system owners on complex issues associated with business systems and projects.
- In consultation with stakeholders, develop system lifecycle management plans and related budgets for multiple business systems intended for approval by the relevant management committee.
- Develop and manage branch work plans, program and performance management and related branch and program budgets.
- Manage changes to business systems including the specification, development, testing and implementation of changes to procedures, application software, configuration, external interfaces, training, and documentation.
- Manage internal and external stakeholders expectations including contributing to the change management process.
- Manage Service Level Agreements and contracts with external suppliers (including software developers and hosting providers), other Agencies and other areas of the Department.
- Provide support and direction to business system administrators located within other areas of the Department.
- Represent the Department on Tasmanian Government and ICT forums particularly relating to the delivery of Whole of Government systems and services.

- The incumbent 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.

Level of responsibility

The Director, Enterprise Systems Support:

- Is responsible for the efficient and effective operation and support of the enterprise business systems.
- Ensures efficient and effective management of work health, wellbeing and safety for the areas of responsibility in accordance with the WHS requirements in the WHS Act.
- Provides adequate instruction, information, supervision and training for your team members, depending on the nature of their work.
- Is responsible for contributing to our values based workplace culture, leading your team in a values based manner, ensuring your team uphold the values and role modelling the values. Our values are we act with Integrity, Respect and Accountability and our workplaces are Inclusive and Collaborative.

Direction and supervision received

- The role works with minimal supervision and with only broad direction from the Chief Information Officer.
- The occupant is expected to operate with considerable autonomy in relation to the delivery of systems support services for the Agency's enterprise applications and systems.

Selection criteria

1. Proven high-level specialised expertise, knowledge, and experience in the effective development, implementation, and management of complex Enterprise Systems within a large organisation, focusing on platforms and applications.
2. Outstanding people management skills demonstrated through a successful track record in creating and sustaining positive workplace cultures, and effectively leading and motivating others to achieve results.
3. Demonstrated supplier management experience including procurement, contract development and SLA management.
4. Outstanding communication, negotiation and influencing skills and proven capability to interpret and articulate complex issues to non-technical stakeholders

such as the Head of Agency, Executive and Output Managers, together with demonstrated strong written communication skills with an ability to develop policies, procedures, business cases, reports, training and other documentation.

5. High level strategic, conceptual analytical and creative skills with demonstrated ability to make sound judgements relating to ICT operations management to support complex and business requirements.
6. High level interpersonal skills, including communication, negotiation and conflict resolution skills, and the demonstrated capacity to represent the Department in a variety of forums.
7. Be able to understand and apply the requirements of relevant WHS legislation in your areas of responsibility.

Essential requirements

- None

Desirable requirements

- Degree or tertiary qualification in an ICT-related discipline or a minimum of five years' relevant ICT industry experience.
- Current Driver's Licence

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice

- Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
 3. Identification check.

Position Summary

Title	Director Enterprise Systems Support
Number	357809
Award	Tasmanian State Service Award
Classification	General Stream Band 8
Division	Strategy, Governance and Major Projects
Full Time Equivalent	1.0
Output Group	Office of the Chief Information Officer
Branch	Enterprise Systems Support
Supervisor	Chief Information Officer
Direct Reports	3-5
Location	Hobart
Position category and funding	Permanent position. Cost code: A055