



ICT Coordinator

Position Number: 500510

Directorate: Governance and Corporate Accountability

Department: Information and Business Transformation

Reports to: Manager Information and Business Transformation

Classification: Band 8

Employment Status: Permanent

Location: **Civic Centre Broadford** – all employees may be directed to move either permanently or for temporary periods to other offices within the Shire due to operational requirements.

Date created/amended: October 2019

Employee signature: _____ **Date:** / /

About the Organisation

Mitchell Shire

All employees at Mitchell Shire are expected to provide the highest standards of performance and customer service to ensure Council achieves its Vision, Values and meets organisational objectives.

Vision

Together with our Community, create a sustainable future.

Values

Mitchell has adopted the following values as fundamental to the way in which all staff within the Council will operate in their dealings with each other and the community. These are:



Working Together



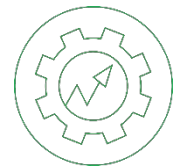
Respect



Customer Service
Excellence



Accountability



Continuous
Improvement

Structure

Mitchell Shire Council is broken into three Directorates being:

- > Governance and Corporate Performance
- > Development and Infrastructure
- > Advocacy and Community Services



About the Role

Objectives

- > Ensuring ongoing technological performance, security, reliability, testing and management of the organisation's network infrastructure, the ICT Coordinator plays a lead role in providing directive around all Microsoft based computer systems, physical and logical telecommunications networks, active directory environments, virtual environments, firewall and security systems, voice communications and audio-visual systems, remote access facilities, hardware and devices and Cloud systems.
- > The position is central to the strategic delivery of high quality, robust technical systems that seek to deliver continuous improvement and efficiency gains in support of Council's goals.

Key Responsibility Areas

- > Review, report and implement actions contained in the IT Strategy.
- > Lead role in aligning IT Strategy actions with Council's Strategic Resource Plan, Council Plan and departmental business plans.
- > Controls technology-focused major projects resulting from the Capital Works Program
- > Provide strategic guidance, framework setting and organisational direction of technology projects and deliverables.
- > Monitor, recommend and implement network infrastructure technological developments that deliver increased service delivery and cost efficiencies.
- > Manage and assist external contractors and service providers for software and hardware installation and maintenance as required.
- > Lead and coordinate highly skilled ICT staff during day-to-day operations with a focus on customer-needs and service excellence
- > Provide input into and ensure adherence to the organisations long term IT vision.
- > Prepare reports for ELT, SLT, Audit Committee and Council as required regarding information and communications technology issues.
- > Manage the ICT CapEx and operational budgets in relation to staffing, software and hardware costs.
- > Report budget variations as appropriate to the Manager Information and Business Transformation.
- > Ensure relevant operating procedures and policies are developed and kept current.
- > Lead the annual review and auditing of departmental protocols, policies and procedures.
- > Ensure system security and integrity, especially in relation to user access rights, cybersecurity and firewall implementation
- > Investigate and manage upgrades to all cloud environments, server and client software as required, especially operating systems
- > Proactive identification of potential network issues, research and provision solutions.
- > Assist in the analysis of long-term user needs and provide solutions either by implementing new systems or enhancements to existing systems.
- > Assist with the analysis of user requirements of new systems or enhancements.
- > Evaluate new technologies, trends and emerging technologies and make recommendation for their implementation.



Customer Service

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided at all times whether the communications are delivered personally, electronically, written or by telephone with the customer.
- > Ensure that all staff provide high quality customer focused service at all times.
- > Ensure that all Service Units achieve excellence in service delivery and present a positive image for Council.
- > Maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities.
- > Ensure that all staff provide service in accordance with Council's Customer Service standards.

About You

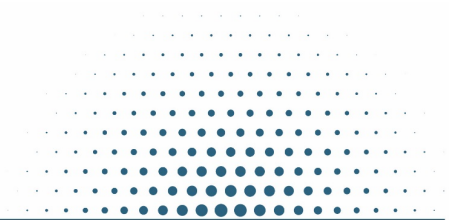
Key Selection Criteria

1. Extensive experience managing information technology or digital teams in a fast-paced environment
2. Experience delivering large-scale information technology projects in complex environments within set budgets and time-constraints
3. Ability to manage complex budgets, networks, vendor relationships and contracts while maintaining day-to-day information technology operations
4. Ability to inspire staff and build relationships within an organisation while adhering to strict policies and procedures
5. Proven experience managing and implementing information and communications systems, telecommunications networks and cloud-computing topology and medium to large-scale hardware and/or device management within complex environments
6. Exceptional customer service standards with a focus on tangible continuous improvement outcomes
7. Experience setting the strategic direction for technology environments

Qualifications and Experience

Essential

- > Tertiary qualified with relevant experience plus post graduate qualifications or Minimum 5 years proven experience in a commercial business or local government environment in a similar role
- > Extensive experience managing Microsoft Office 365 within a business setting
- > Strong leadership skills, including the ability to establish a work environment that motivates and develops staff to deliver quality Information Technology services.
- > Well-developed written communication skills including the ability to prepare reports, submissions and high-level correspondence for various stakeholders.
- > Extensive experience managing information technology or digital teams in a fast-paced environment
- > Experience delivering large-scale information technology projects in complex environments within set budgets and time-constraints



- > Proven experience managing and implementing information and communications systems, telecommunications networks and cloud-computing topology and medium to large-scale hardware and/or device management within complex environments
- > Valid driver's licence
- > Willingness to undergo National Police check

Desirable

- > Government experience and understanding of Local Government functions
- > Experience with Corporate Enterprise software in particular, Technology One
- > A well-developed understanding of the principles behind continuous improvement

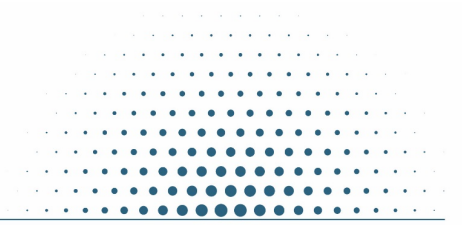
Position Requirements

Accountability and Extent of Authority

- > Freedom to act as set by legislation, policies and goals understanding that decisions and actions will have an impact on the team, community and the organisation
- > Provide support and advice to the Manager Information and Business Transformation.
- > Development, implementation, coordination and review of policies, plans, projects and strategies, for consideration by the Manager Information and Business Transformation.
- > Make operational decisions and exercise problem solving and budgeting skills in respect to allocation of resources to ensure the successful completion of designated projects.
- > Responsible for the day to day operation of performance reporting frameworks.
- > The work is of an investigative and analytical nature with freedom to act to ensure the best interests of the organisation are upheld.
- > Accountable for the provision of efficient, effective and professional advice relating to Information Technology services

Judgement and Decision Making

- > Provide strategic advice in relation to Information Technology
- > Ability to resolve complex problems, identify system improvements and new methods to provide the most appropriate solutions for desired outcomes.
- > Exercise highly developed professional and analytical skills in assessment, prioritisation and resource allocation for Information Technology projects.
- > Ability to manage complex budgets, networks, vendor relationships and contracts while maintaining day-to-day information technology operations
- > Exercise independent expert judgment and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving departmental objectives and in reviewing and commencing improvements.
- > Problems are often of a complex nature with solutions not necessarily related to previously encountered situations. Creativity and originality in problem solving is therefore required.
- > The position also requires decision making based on an understanding and knowledge of Council's goals and objectives as they relate to the Department's functions.
- > Use demonstrated experience and skills in the management of staffing teams including support, coaching mentoring, including implementation of the performance management process as required



Specialist Skills and Knowledge

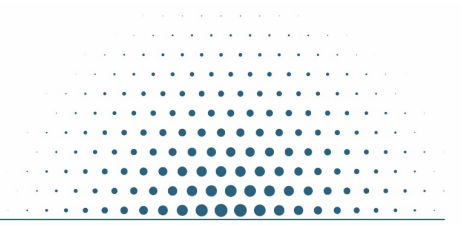
- > Highly developed knowledge of the Office 365 environment and related systems including SharePoint, Microsoft Teams, Skype for Business and related products
- > Understanding of security protocols and securing the human methodologies
- > Understanding of networking technologies and protocols.
- > Extensive knowledge of multi-tiered corporate application systems
- > Extensive knowledge of cloud-based operating environments
- > Extensive experience managing technology vendors and contract management
- > Ability to think strategically, innovate and support the delivery of Council's long-term vision for Information Technology.
- > Understanding of the legal, soci-economic and political context that Mitchell Shire operates in

Management Skills

- > High level time management skills including the capacity to establish priorities, set goals and deliver tasks on time and within budget, whilst managing conflicting pressures.
- > Demonstrated ability to lead and manage a team of professional staff to achieve the objectives of the Information and Business Transformation team in an environment of change and conflicting demands.
- > Ability to solve problems through discussion, negotiation and team work.
- > Ability to undertake complex investigatory tasks.
- > The ability to work independently or collaboratively across the organisation to achieve successful outcomes.
- > Responsible for the supervision and development of Information and Business Transformation staff, including recruitment, performance management, annual reviews and implementation of relevant legislation including EEO and OH&S.
- > Strong leadership skills, including the ability to establish a work environment that motivates and supports staff to deliver quality recreation services.
- > Understanding of financial management, the organisation's long term goals and the legal and political context in which the organisation operates

Interpersonal Skills

- > Ability to lead, motivate and develop other employees.
- > Ability to persuade, convince or negotiate with staff, contractors and other stakeholders.
- > Well-developed written communication skills including the ability to prepare reports, submissions and high level correspondence.
- > Advanced skills in negotiation and consultation.
- > Highly developed dispute resolution and negotiation skills, including the ability to negotiate successful outcomes in challenging circumstances.
- > Exceptional customer service standards with a focus on tangible continuous improvement outcomes
- > Ability to inspire staff and build relationships within an organisation while adhering to strict policies and procedures



Appendix A - Conditions of Employment and Responsibilities

Agreements, Legislations and Awards

Employment conditions for all employees are in accordance with the relevant award, employment contract, industrial agreement, organisational policies and procedures as amended.

Current Certified Agreements at Mitchell Shire Council are:

- > Mitchell Shire Council Enterprise Agreement No 7 2017-2020
- > Early Education Employees Agreement 2016

Current Awards at Mitchell Shire Council are:

- > Victorian Local Authorities Award 2001
- > Nurses (ANF Victorian Local Government) Award 2002
- > National Training Wage Award 2000

Asset Management

Employees are expected to familiarise themselves with and abide by the Council's Asset Management policies, plans and strategies.

Charter of Human Rights Compliance

Council employees should demonstrate, respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:

- > Making decisions and providing advice consistent with human rights
- > Actively implementing, promoting and supporting human rights

Child Safe Standards

Mitchell Shire Council is committed to ensuring the implementing of Child Safe Standards within our organisation. As such:

- > All children, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background, have equal rights to protection from abuse and neglect
- > There is zero tolerance for all forms of abuse and neglect towards children
- > All allegations, concerns and complaints brought to the attention of Mitchell Shire Council will be taken seriously and acted upon in a timely manner and reported to the relevant authority
- > Best practice standards will apply in the recruitment of staff, volunteers and contractors
- > People engaged in child-related work, including volunteers and contractors, are required to hold the applicable Working with Children Check and to provide evidence of this check
- > A statement of our commitment to child safety requirements is included in induction
- > Mitchell Shire Council have risk management strategies in place to identify, assess, and take steps to minimise risks to children
- > Allegations of abuse, neglect and safety concerns will be recorded using incident reporting systems, including investigation updates
- > All personal information considered or recorded will respect the privacy of the individuals involved under the Privacy Act and the best interests of the child will be considered when sharing information with relevant authorities and agencies



Corporate Recordkeeping Responsibilities

Mitchell Shire employees should demonstrate the following;

- > Understanding records management obligations and responsibilities
- > Making and keeping accurate and complete records of business activities and decision making
- > Creating records proactively including those resulting from telephone conversations, verbal decisions, meetings, emails and letters
- > Ensuring the quality and accuracy of the data used or entered on Council databases and systems
- > Destruction of Council records are not to occur without authority from the Corporate Information Department.

Code of Conduct

The Code of Conduct outlines standards of conduct and behaviour that must be demonstrated by all Mitchell Shire Council employees, volunteers and contractors. You need to familiarise yourself with the Code and observe its provisions. Breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

Corporate Induction

You will be required to attend a Corporate Induction within your first month at Council, commencing at 9am at Mitchell Shire Council Civic Centre on a date to be advised.

The People and Culture team also conduct quarterly bus tours of the Shire. This gives new employees the opportunity to see the shire in full and be familiar with our sights and operations.

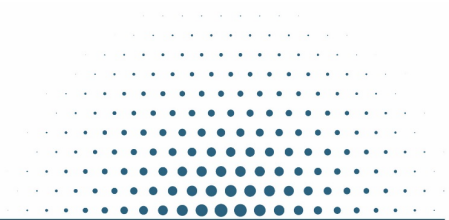
Customer Service

Customer Service Excellence is one of Mitchell Shire Council's values and therefore staff are required to;

- > In accordance with Council's Customer Service Procedure, be proactive in the delivery of services ensuring that quality customer service is provided always whether the communications are delivered personally, electronically, written or by telephone with the customer
- > Ensure a high quality customer focused service at all times
- > Contribute to excellence in service delivery and present a positive image for Council
- > As required, maintain effective and co-operative communication with all customers, community groups/organisations, business, Council and other Government authorities
- > Provide service in accordance with Council's Customer Service standards

Drivers Licence

If you are required at any point to drive a council or personal vehicle for business use, it is a condition of employment that a current Driver's licence is maintained. *Loss of your driver's licence may result in the termination of employment.* If your driver's licence is suspended or cancelled you must inform your manager immediately.



Emergency Management

As part of the duties associated with this position, the incumbent may be requested to assist Mitchell Shire Council in responding to an emergency, should one arise, affecting the operation of council and/or the wellbeing of the Community.

Hours of Work

It is appropriate that you arrange your ordinary hours of duty with your Manager to meet the demands of the position. Mitchell Shire Council offers flexible working arrangements (where operationally viable) to encourage work life balance. A standard full time employee works 76 hours per fortnight (this varies depending on department), with additional hours each day if a monthly ADO is being accrued.

Accrued Day Off (ADO) and Rostered Day Off (RDO)

An ADO/RDO is applicable for some positions, with the following arrangement;

Monthly ADO

A Monthly ADO is available to full time staff. As a full time indoor staff member, the standard working day is 7.6 hours. By working an additional .4 hours per day, you are able to accrue one day off per month. For full time library staff, the standard working day is 7 hours. By working an additional 0.36 hours per day, you are able to accrue one day off per month.

ADO's must be taken at a mutually convenient time. Your Manager will approve when the ADO is to be observed, based on service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Fortnightly ADO

A 9-day fortnight generally applies to outdoor staff. This is accrued by working 8.5 hour days for 9 days per fortnight, with the 10th day being the RDO. Your Manager will determine and roster the day that is to be observed to suit service delivery requirements of the unit. Hours cannot be increased via a reduction in standard break times.

Motor Vehicle

Where a position is allocated a **full private use vehicle** entitlement, the employee may opt to take a cash option of their vehicle allowance and utilise their own private vehicle.

Where a position is allocated **commuter use of a council vehicle**, that vehicle is not to be utilised for any personal use without prior arrangement from the Director.

More information on Vehicle and Travel allowances can be found in the Motor Vehicle Policy.

Policies and Procedures

The terms of the Council's policies are not incorporated as terms of this Agreement and are not intended to create any legally enforceable rights on the part of the Officer, but the Officer must abide by them because they are lawful and reasonable directions of the Council.

Pre-Employment Checks

Your employment is dependent upon successful completion of a National Police Check prior to commencement. The cost of this check will be borne by Mitchell Shire Council.



Working with Children Checks are compulsory for some staff, and must be provided prior to commencement. These are to be maintained at the employee's own expense.

A Pre-Employment Medical Check *may* be conducted on staff, to ensure they are able to operate in their role safely and effectively.

Qualifications Required for the Role

It is a condition of your employment that you maintain the qualification and memberships that are identified in the Position Description. The cost of maintaining those qualifications and memberships will be borne by the employee. Any Continuing Professional Development (CPD) hours required to maintain your qualification and memberships are to be undertaken outside of normal working hours.

Qualifying Period

All employees are required to complete a six-month qualifying period from the commencement of their employment. Management shall assess employees' performance on the job, including the satisfactory achievement of the performance objectives set in the employee's commencement plan, skills and knowledge represented, the commitment to and how the employee's work reflects the core values, attendance, and cultural fit.

Management shall determine during the qualifying period whether the employee has/is successfully achieving the requirements of the role. Where, in the opinion of management, the employee will not or has not successfully achieved these requirements, employment may be terminated during the qualifying period.

Recognition of Prior Service

Recognition of Prior Service can be made for those employers listed as applicable under the Local Government (Long Service Leave) Regulations 2012.

An application for RPS must be made to the payroll department on your Employee Registration Form upon commencement (no later than 2 months after commencement).

Payroll

Payment of salary is made on a fortnightly basis (currently every second Wednesday), by electronic transfer to your nominated financial institution account.

Risk Management and Occupational Health and Safety

Council Employees should comply with Occupational Health and Safety Legislation, Risk Management requirements and all Council policies, procedures and guidelines. This includes (but is not limited to) the following:

- Perform all duties in a manner which demonstrates due care for your own and others health and safety
- Comply with Risk and OHS documentation and legislative requirements
- Identify and report hazards, risks, incidents or health and safety issues as soon as possible.
- Participate in Risk, Safety and Health Initiatives including investigations, implementation of corrective actions, risk assessment or return to work arrangements.
- Wear and maintain all issued personal protective equipment.



Superannuation

Council will contribute to the Vision Super Scheme or an approved superannuation fund of your choice on your behalf at the rate of 9.5% of the base salary offered (excluding staff who have agreed a Total Remuneration Package (TRP)). This contribution amount is in addition to (not deducted from) your base salary.

Types of Employment

Employees should be aware that Mitchell Shire Council employs staff on several types of employment contract. This includes the following types;

Casual Employees will be employed on an hourly basis to work on an intermittent or irregular basis. We cannot guarantee set hours of work. In order to manage our casual staff, we undertake periodic database checks. Any casual employee who has not worked within that period may automatically be removed from the system.

The hourly rate of a casual employee includes the 25% loading in lieu of annual leave, personal leave, public holidays and severance entitlements.

Part Time Employees can work hours in addition to their contracted hours. These hours will be paid at ordinary rates. Employees can work ordinary rates to a maximum of 38 hours within a week, for library staff 35 hours. Any hours worked in addition to maximum hours will be paid at overtime rates or time in lieu will be calculated in accordance with the Enterprise Agreement, Award and policy as amended from time to time.

Variances to Duties

In line with operational requirements of Council it may be necessary, to vary your work duties and/or position description. Such changes would be discussed with you prior to initiation and will be compliant with the nature of the work for which you were employed.

You may be required to work from or relocate to any Council work site within the Council municipality depending on operational requirements.