

## Tasmania Legal Aid

# Head of Information and Communications Technology (ICT) – Statement of Duties

## Objective

The position contributes to for the delivery of effective, efficient and responsive ICT solutions and contributing to the efficient and effective operation of Tasmania Legal Aid (TLA) by:

- Designing, developing, and implementing effective contemporary, future focused information technology (IT) strategies which will create process efficiencies, enhance customer centricity, integrate data, and reporting, strengthen Cyber Security and IT Governance and structure to align with the future direction of TLA.
- Providing authoritative advice, which supports organisational change management, operational IT matters, risk, issues, and trends to achieve the TLA objectives.
- Developing, implementing, and maintaining systems to support the functions of the TLA, decision-making frameworks, to optimise and enhance the client and employee experience.
- Managing and leading the IT team in accordance with the Tasmanian State Service framework.
- Leading the engagement, communication, and strategic relationship between TLA and vendors.
- Report to and take direction from the Director TLA on strategic IT matters.

## Duties

1. Manage IT resources including leading and managing the IT team, including internal, contract and supplier staff ensuring learning and development and coaching to build capability and capacity.
2. Project manage and implement TLA's initiatives as part of the ICT Strategy and align IT policies, practices and programs to the strategy and business direction by strengthening TLA's cyber security and IT governance and structure. This includes:
  - platform modernisation to create process efficiencies
  - changes to the IT operating model
  - enhancing customer centricity; and
  - data and integration developments

3. Manage and lead TLA's IT functions, including the procurement of hardware and software, developing and maintaining systems architecture, defining standards and protocols and identifying requirements and improvement opportunities.
4. Identify and establish suitable third-party relationships / partnerships to accelerate the delivery of technology, manage the strategic relationship between TLA and technology vendors including:
  - monitoring vendor performance
  - implementing technology solutions; and
  - overseeing compliance with IT security standards.
5. Develop strategies to improve the service delivery of ICT functions to mitigate risk including maintenance of an IT risk register and escalation of risks
6. Maintain and enhance business resilience controls including IT disaster recovery and business continuity management including leading and implementing ICT crisis response as required.
7. Work with TLA's ICT team and key vendors to continuously monitor and enhance TLA's cyber security environment including improving maturity using ISO27001 and Essential Eight frameworks.
8. Participate as a member of TLA's Leadership Team, contributing to the strategic planning, risk management processes and outcomes, and provide advice and recommendations on IT matters affecting the organisation including Working with the Associate Director Business Services to contribute to the development and management of ICT budgets.
9. Manage IT related projects, including the monitoring of technology capital and operational budgets including business change management and business process change tasks, including developing and delivering communication plans, and coordinating and organising relevant training.
10. Leverage a comprehensive understanding of the justice sector, legal aid and TLA's clients and services to:
  - develop a thorough understanding of TLA's business needs to identify and evaluate opportunities for enhancing TLA's ICT capability.
  - perform appropriate cost/benefit analysis; and recommend solutions as required to support service delivery improvements.
11. Represent TLA on relevant whole of government committees and working groups.
12. 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**

As a member of the TLA Executive and Management Group, this role is responsible for:

- assisting the Director, TLA in developing, implementing and reviewing decision-making frameworks to achieve fundamental and sustainable operational, organisational and strategic development.
- Work closely with the Associate Director Business Services to achieve aims and goals of TLA.
- developing and implementing of policies, programs and initiatives that have a direct effect on the strategic outcomes of Tasmania Legal Aid and the community it serves, in accordance with the funding arrangements, legislation and regulations.
- actively contributing to the development and effective implementation of organisational strategies, policies and operational approaches to achieve program, service area and organisational objectives.
- upholding, role modelling and promoting TLA's values of Honesty, Courage and Engagement.

As Head of ICT, this role is responsible for implementing TLA's ICT Strategy:

- Providing effective leadership, supervision and a safe work environment within the IT team. This includes:
  - overseeing the day to day service delivery of business unit by providing adequate instruction, information, supervision, coaching, feedback and training for team members.
  - making day to day decisions with respect to staff management and operational activities in accordance with policies, guidelines and procedures including:
    - coaching and providing feedback to IT staff members
    - prioritising work to meet outcomes; and
    - monitoring workloads.
- Working with TLA leadership team, business units, other internal stakeholders and key suppliers to ensure the alignment of technology initiatives.
- Contributing to the planning and achievement of TLA's organisational goals.
- Overseeing:
  - effective incident resolution and communicate to TLA leadership as appropriate.
  - the development, maintenance and communication of system documentation, policies and procedures.
- Ensuring delivered technology systems and infrastructure remain compliant with business requirements including performance, accessibility, security and functional fit.
- Maintaining contemporary knowledge of ICT trends and providing authoritative and plain language advice to TLA's Board, management and staff.
- Continuously enhancing TLA's ICT Strategy, taking into account evolving technologies, trends and market developments.

- Ensuring the 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.
- Conducting your work in a safe manner such that it does not put yourself or others at risk.

Complying with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.

## **Direction and supervision received**

- This position reports to the Director, Tasmania Legal Aid.

## **Selection criteria**

1. Significant contemporary ICT experience in network and infrastructure management, application management, project management, change management and digital transformation within client-focussed service delivery industries.
2. Experience in implementing and maintaining compliance with information security frameworks such as ISO 27001, NIST and the Essential Eight.
3. Demonstrated high level knowledge of emerging technologies and proven ICT services contract and project management experience, including leading the operation of ICT environments and managing and communicating complex risks, issues and dependencies.
4. Highly developed conceptual, analytical and reasoning skills to contextualise business requirements, problem solve and identify future ICT opportunities.
5. Strong communication, stakeholder management and negotiation skills to effectively engage with senior stakeholders, staff and vendors/suppliers to enable organisational redesign and transformation.
6. Demonstrated ability to understanding of the WHS legislation and the responsibilities of managers.
7. Demonstrated commitment to ongoing learning and professional development.
8. A sound understanding or awareness of Tasmania Legal Aid, its goals and strategies and proven ability to apply TLA's values in providing services to clients, stakeholders and the Tasmanian community.

## **Essential requirements**

- Nil

## Desirable requirements

- Tertiary qualification in ICT or a related discipline.
- A minimum 5 years' experience in a similar role within a client-focused service delivery environment.

## Position Summary

<b>Title</b>	Head of Information and Communications Technology
<b>Number</b>	357970
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	General Stream, Band 7
<b>Division</b>	Justice and Reform
<b>Full Time Equivalent</b>	1.0
<b>Output Group</b>	Tasmania Legal Aid
<b>Branch</b>	Corporate Services
<b>Supervisor</b>	Director
<b>Direct Reports</b>	1
<b>Location</b>	Statewide
<b>Position category and funding</b>	T167