

## POSITION DESCRIPTION

<b>Position Title</b>	Applications and Systems Management Coordinator
<b>Position No.</b>	887
<b>Position Status</b>	Permanent Full-time
<b>Business Unit</b>	Information Services
<b>Division</b>	Corporate Services
<b>Classification</b>	Band 8
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
<b>Date Approved</b>	August 2019
<b>Approved By</b>	General Manager Corporate Services

### WELLINGTON SHIRE COUNCIL VALUES

<b>Cooperation</b>	Working together, teamwork, collaboration and being solution-oriented.
<b>Integrity</b>	Acting with respect, honesty, reliability, trust, tolerance and understanding.
<b>Balance</b>	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
<b>Professionalism</b>	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

### POSITION OBJECTIVE

The Applications and Systems Management Coordinator will ensure efficiency, productivity and continual business improvement through management, planning, coordination and supervision of Council's core business applications, software, data and information management systems. The Applications and Systems Management Coordinator will provide continual business value by leveraging business applications, software systems, data integration, upgrade and enhancement opportunities, and development and management of program processes and staff training. The role will ensure business and information management applications and data continuity and that operational, procedural and regulatory requirements are met at all times as required by the Victorian Protective Data Security Standards Framework.

The position may be required to provide after-hours support of Applications and Systems in line with approved service agreements or as instructed by the Coordinator Information and Business Systems or as directed by the Manager Information Services.

The position will be required to work within any collaborative arrangements between Wellington Shire Council and/or other Agencies and Councils as directed by the Manager Information Services.

## **ORGANISATIONAL RELATIONSHIPS**

<b>Reports to</b>	Coordinator Information and Business Systems
<b>Supervises</b>	NIL
<b>Internal Liaisons</b>	All Council staff
<b>External Liaisons</b>	ICT Vendors, Contractors

## **DELEGATIONS/AUTHORISATION**

This position has no delegations / authorisation to exercise power as conferred by section 98(1) of the Local Government Act 1989 and other legislation referred to in S6 Instrument of Delegation to Members of Council Staff, S7 Instrument of Sub-delegation by the Chief Executive Officer to staff or S11 Instrument of Appointment and Authorisation.

## **QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE**

### **Accountability and Extent of Authority**

- The Applications and Systems Management Coordinator is directly responsible for supervising ICT Contractors involved in applications and business systems projects.
- Freedom to act is governed by the goals and policies of the organisation with regard given to the operations of the Information Services business unit.

### **Judgement and Decision Making**

- Guidance and advice is available through the Coordinator Information and Business Systems or Manager Information Services, IT contractors and vendors.
- Ability to make decisions on issues relating to the management of Councils applications, business systems and data management.
- Specialist assistance may be sought from outside the organisation if guidance is not available internally.
- Ability to make formal recommendations to Coordinator Information and Business Systems on application and business systems issues, development or implementations that will improve systems, security, and service delivery.

### **Specialist Knowledge and Skills**

- Demonstrated knowledge of Council's strategic objectives and related Council policies to ensure appropriate planning and coordination of applications and systems to meet Council requirements
- Demonstrated knowledge of Microsoft technologies stack (min 5 years)
- Demonstrated knowledge of cloud technologies with focus on Microsoft Azure
- Demonstrated technical background and in-depth knowledge of administering Microsoft 365
- Demonstrated knowledge of data management frameworks
- Demonstrated knowledge of change management control frameworks
- Demonstrated knowledge of identifying, investigating, and analysing business processes, procedures and work practices
- Knowledge of corporate information systems, relational databases, structured query language and reporting tools.
- Analytical problems solving skills.

### **Management Skills**

- Capable of managing and planning multiple projects and associated resources simultaneously and within the framework of the organisations information technology strategic and business plans.
- Ability to operate with a high degree of flexibility to achieve goals within an environment with demanding workloads and changing priorities.

### **Interpersonal Skills**

- Ability to build effective working relationships with internal and external stakeholders.
- Well-developed verbal communication skills and the ability to liaise with staff at all levels to resolve issues, provide information, propose new systems and present findings.
- Well-developed written communication skills with the ability to write reports, specifications, project plans, procedures and supporting documentation.
- Ability to liaise with system vendors and peers in other organisations to seek solutions to issues.
- Strong commitment to culture of customer service excellence.

### **Qualifications and Experience**

- Tertiary qualified with relevant experience and/or post-graduate qualifications in Information Technology, Computer Science or related discipline is highly desirable.
- Knowledge and experience in Systems Administration, Network Infrastructure, ICT Project Management and Business Systems.
- Demonstrated experience in network administration is essential.
- Experience in the management of information technology infrastructure, service delivery processes and system administration.
- Experience in contractor management.
- Demonstrated skills in policy, procedural, process and specification development.

**The ability to obtain and maintain the following qualifications, registrations, certifications:**

- N/A

### **PEOPLE - RESPONSIBILITIES**

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and OH&S requirements incl. task analyses (if applicable).

### **OPERATIONAL - RESPONSIBILITIES**

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work related activities including documentation and administration as per the WSC records management policy and adherence to the written style guide.

### **SCHEDULING - RESPONSIBILITIES**

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

## POSITION SPECIFIC - RESPONSIBILITIES

- Manage and administer Councils core applications and business system platforms in line with Change Management Control requirements
- Manage and administer business systems processes, and data requirements associated with key business processes and functions
- Manage and administer Councils data management requirements, data insights and analytics and security reporting requirements as per the Victorian Protective Data Security Standards Framework
- Manage the development and delivery of improved business systems, create user documentation and training, business processes, and procedures.
- Takes responsibility for deploying functional solutions, such as creating, adopting and implementing business system upgrades and enhancements in line with Change Management Control requirements
- In liaison with Coordinator Information and Business Systems, facilitate the management and administration of Councils Backup, ICT security systems and Disaster Recovery Systems.
- Facilitate and support collaborative ICT arrangements between Wellington Shire Council and partner agencies or Councils to ensure improved technical and administrative efficiencies in line with CPIs.