

# Position Description

## Director Support Services

### POSITION DETAILS

<b>Department / Team:</b> Information Management and Technology	<b>Reports to (title):</b> Chief Information Officer
<b># Direct Reports:</b> 2	<b># Indirect Reports:</b> 12
<b>Location:</b> Brisbane	

### THE CROSS RIVER RAIL PROJECT

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: [www.crossriversrail.qld.gov.au](http://www.crossriversrail.qld.gov.au)

### OUR VALUES & BEHAVIOURS



#### WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each other



#### WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks



#### WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits into the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project

## ROLE OVERVIEW

The Director Support Services is responsible for leading and managing the IT Service Desk and IT Systems Engineering teams within a dynamic, project-driven environment. This role ensures that IT support services align with business and project requirements, delivering high-quality service management, technical support, and infrastructure reliability. Reporting to the Chief Information Officer, this position requires a strategic leader with a strong technical background and a commitment to operational excellence.

The Director Support Services will oversee IT service delivery, system performance, and user experience while fostering a culture of continuous improvement. Working closely with senior leadership and internal stakeholders, the role will provide strategic advice on IT operations and ensure IT capabilities align with project needs. Additionally, the position will manage vendor and supplier relationships and implement best-practice policies and procedures in IT service management and IT systems engineering.

## KEY RESPONSIBILITIES

- Overseeing the daily operations of the IT Support Services ensuring that systems and networks are running smoothly and meeting service level agreements.
- Manage the IT Systems Engineering team to ensure network, SAAS and cloud services are maintained and meet operational demands of business.
- Manage project planning and execution for site installations, software deployments, and hardware upgrades, ensuring minimal disruption to business operations.
- Establishing and maintaining a strong understanding of the organisation's business needs and working closely with other departments to ensure that IT is aligned with those needs.
- Managing technology vendors and service providers to ensure that the organisation's technology needs are met.
- Evaluating and implementing new technologies and systems that improve IT infrastructure and support the organisation's business goals.
- Delivering enhancements that provide for the organisation's IT policies and procedures to be up to date and compliant with industry standards and company regulations.
- Lead the introduction and use of techniques, methodologies, tools and services that are up to date with the latest industry trends and developments in IT operations management.
- Monitor and assess IT systems and infrastructure performance, ensuring reliability, scalability and security and make recommendations for improvements.
- Developing and implementing policies, procedures, and processes to improve IT operations and increase efficiency and productivity.
- Build an inclusive and positive culture, with high performance teams, aligned with the values and behaviours of Cross River Rail.
- Lead the team in the delivery of their responsibilities including setting and supporting completion of KPIs and development plans.
- Other duties as directed and required, which may include work outside business hours and on weekends.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

## KEY COMPETENCIES

- Extensive experience in strategic IT operations management, service delivery, and infrastructure support within large or complex organisations.
- Proven ability to lead change and project manage IT infrastructure upgrades in a complex environment, demonstrating flexibility in adapting to evolving business needs while effectively prioritising multiple activities to meet organisational objectives.
- Demonstrated ability to maintain a high standard of practice through governance and risk management
- Knowledge of common information security management frameworks, such as IS18 / ISO 27001.
- Strong relationship building and communications skills to enable effective interaction with team members, senior management, and other stakeholders.
- Technical proficiency and knowledge of IT infrastructure, and systems to effectively manage and troubleshoot issues.
- Bachelor degree in Information Technology, or a related field, or similar experience.