

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Coordinator IT Operations</b>		
<b>Classification:</b>	<b>Band 8</b>	<b>Status</b>	<b>Full Time - Maximum Term</b>
<b>Group:</b>	<b>Customer, People and Performance</b>	<b>Business Unit:</b>	<b>Information Services</b>
<b>Reports to:</b>	<b>Chief Information Officer</b>		
<b>Direct Reports:</b>	<b>Senior IT Infrastructure Engineer, Team Leader Service Desk, IT Infrastructure Officer.</b>	<b>Date:</b>	<b>May 2024</b>

## ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

## POSITION OBJECTIVES

This position will provide leadership, operational direction, instruction, and assistance to ensure effective and efficient delivery of Council's IT Services and maintenance of Council's IT Infrastructure and service desk operations.

The objectives include provision of a reliable and effective computing and telecommunications service for all Council staff; maintenance of the underlying hardware and software infrastructure; securing the corporate systems against internal and external threats; planning for Council's future IT Infrastructure requirements, providing excellent customer and user experience through the service desk.

## **KEY RESPONSIBILITIES AND DUTIES**

Key responsibilities include, but are not limited to:

### Technical Infrastructure

- Manage, maintain and enhance the corporate network, security and key technical infrastructure.
- Assess system performance and recommend improvements.
- Manage, maintain and enhance the cloud environment.
- Assist the service desk to manage and maintain the corporate desktop environment.
- Provide advice and recommendations of future IT infrastructure requirements.

### Project Management

- Manage IT infrastructure projects, including management of internal staff and external vendor delivered items and improvements
- Provide advice and reporting on project delivery.

### Telecommunications

- Manage and maintain telecommunications infrastructure including internet access, VoIP and digital phone systems and related technologies.

### Security

- Keep the IT environment secure and safe.
- Manage access control and others in provision of security.

### Leadership

- Manage a team of technical staff in provision of IT Infrastructure services
- Manage the service desk team to ensure excellent customer and user experience
- Facilitate knowledge management and continuous improvement

### Risk Management

- Contribute to making Cardinia Shire as risk free as possible for all employees, residents and visitors.
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Framework.

## **POLICY AND PROCEDURE COMPLIANCE**

- Adhere to and promote to HR, IT, OH&S/Risk Management policies, procedures and practices.
- This position will also ensure full compliance with Cardinia's policies and procedures and State legislative requirements where required.



## **OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES**

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The incumbent is responsible for the reporting of ICT activities.
- Management for network uptime and reliability
- Authority to purchase goods and services including running of tenders.
- Responsibility for the management of external vendors
- Accountable for maintaining confidentiality at all times.
- Operates with minimum supervision and within broad direction provided by the CIO.
- Development of relevant policy and procedures and assist with Business Unit planning

## **JUDGEMENT AND DECISION MAKING**

- Ability to prioritise issues and address business-critical items.
- Ability to solve problems using procedures, professional or technical knowledge.
- Judgement in selection of technical solutions.
- Judgement and decision making in security threat assessment and response.
- The incumbent is required to operate without direct supervision and receives only limited direction in the day to day functioning of their area, guidance and advice may not always be available.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Proven experience in HP or similar networking equipment
- High level of proficiency in Microsoft server platforms and infrastructure applications
- High level of proficiency in Microsoft O365 and Azure platforms and applications
- Well-developed knowledge of voice and data telecommunications
- High level of proficiency in VMware vSphere suite and related products.
- Proficiency in Citrix Cloud XenApp/XenDesktop and related products.
- Experience in storage and firewall products and technologies.
- Proficiency with provisioning, rollout and maintenance of Microsoft desktop operating systems and applications
- Subject matter expertise for IT systems
- Proficiency with software deployment, computer security and software patching
- Knowledge of various backup software, products and technologies
- Proven expertise in supervising IT technical support and service management team

- High level project management skills.

### **MANAGEMENT SKILLS**

- Lead, coach and mentor a small team to achieve technical objectives
- Manage time, plan and organise own work to achieve objectives within tight timeframes for self and others
- Oversee the IT governance of key vendors to ensure alignment with governance processes
- Contribute to budgeting process with the ability to monitor expenditure.
- Ability to assist and support other employees in performance of their tasks
- Management of staff co-ordination and performance management
- Ability to set objectives and achieve goals within the area of one's responsibility.
- Work autonomously and as part of a team.
- Embrace the Cardinia's Corporate Values and keys to success.

### **INTERPERSONAL SKILLS**

- Ability to gain the confidence, co-operation and assistance from a range of people, including other staff, statutory and government personnel, and external vendors.
- Ability to comprehend customer requests, empathise with their issues and identify appropriate paths for resolution.
- Ability to manage conflict and deal with sensitive matters
- Ability to positively contribute to and work as part of a team
- Well-developed customer service and communications skills
- Ability to solve problems through discussion, negotiation and teamwork

### **QUALIFICATIONS AND EXPERIENCE**

- Demonstrated leadership skills with the ability to coach and mentor staff
- Tertiary Computing or related qualifications or extensive related experience and certifications.
- Extensive experience with technology used by Cardinia; including Office 365, Microsoft server, Microsoft Exchange, VMware vSphere, security and infrastructure products. Certification in these products would be of benefit but is not essential.
- Experience in dealing with IT suppliers.
- Experience in product requirement definition, assessment and selection.

### **KEY SELECTION CRITERIA**

- Tertiary or post-secondary qualification in Computer Science or related discipline or extensive experience and certifications.
- In-depth knowledge of Microsoft cloud and server platforms, infrastructure applications, VMware vSphere suite, Cisco (or similar) networks and related items.
- Demonstrated ability to provide excellent customer and user experience.
- Demonstrated ability to lead a team of IT professionals; with skills to motivate, coach and mentor.



- Knowledge of local government and associated systems or transferable knowledge
- Project management and vendor management co-ordination and management skills.
- Ability to work in a team environment and contribute to achievement of team goals.
- Willingness to learn new IT applications and expand technical skills.
- Well-developed verbal and written communication skills
- Current Victorian drivers licence.

## **CONDITIONS OF EMPLOYMENT**

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia’s policies and procedures.

Tenure	This is a max term full time position.
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Working with Children Check. Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.