

# Position Description – ICT Manager

## POSITION DETAILS

<b>Department / Team:</b> Information Management & Technology	<b>Reports to (title):</b> Director Support Services
<b># Direct Reports:</b> 8	<b># Indirect Reports:</b> 0
<b>Location:</b> Brisbane	<b>Salary Banding:</b> AO8

## 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

 <p><b>WE COLLABORATE</b></p> <ul style="list-style-type: none"> <li>• We treat each other with respect and speak up when this doesn't happen.</li> <li>• We share information to help everyone be successful.</li> <li>• We have honest conversations, no agendas or surprise.</li> <li>• We are curious, asking questions to understand.</li> <li>• We work through issues together and help each</li> </ul>	 <p><b>WE INNOVATE</b></p> <ul style="list-style-type: none"> <li>• We are inclusive, listening to and encouraging differing views.</li> <li>• We challenge and push the boundaries.</li> <li>• We apply and share our knowledge to do better.</li> <li>• We seize our opportunity to set new standards and benchmarks</li> </ul>	 <p><b>WE DELIVER</b></p> <ul style="list-style-type: none"> <li>• We act safely at all times.</li> <li>• We do what we say we will do and when we will do it.</li> <li>• We understand our individual role and how it fits into the project's success.</li> <li>• We take responsibility for our work and speak up when we need help.</li> <li>• We are committed to continuous development and take every opportunity to review, learn and improve the way in which we are delivering the project</li> </ul>
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## ROLE OVERVIEW

The purpose of the position is to ensure the smooth operation of the Service Desk, and applications support within Corporate ICT Services in alignment with the business objectives of the organisation. The ICT manager will plan, direct, coordinate and design ICT-related activities, as well as provide administrative direction and support for daily operational activities.

The position manages a team of Service Desk Support officers and System Administration officers. The ICT manager will take an authoritative, proactive approach in dealing with external vendors and will manage and balance the expectations of the business within the framework of staff and resource limitations. The ICT manager will provide leadership to ICT operations and infrastructure ensuring that an appropriate technical support framework is in place, including the management and delivery of service support and service delivery.

You will oversee the coordination, implementation and management of the service desk functions, mentoring and training of staff, and ensuring it is resourced and organised to resolve technical, application, operational and maintenance issues, and inquiries. Whilst driving the performance and responsiveness and aligning with the Cross River Rail culture and values.

The ICT manager will keep abreast of the latest technologies that may be of benefit to the organisation and will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions. As well as these responsibilities that ICT manager will define and implement ICT policies, procedures, and best practices.

## KEY RESPONSIBILITIES

- Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services (including storage, modification and communication of data, voice, text, audio and images).
- Engages with and influences senior level stakeholders and project teams through change management processes, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity.
- Takes full responsibility for estimating, planning and objective setting. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services.
- Aligns the contribution of systems and services to clearly stated business and financial goals and performance targets.
- Lead the team in the delivery of their responsibilities including setting and supporting completion of Key Performance Indicators and development plans.
- Provide sufficient coaching, mentoring and development opportunities for reporting team members ensuring they are provided with sufficient career and skill development opportunities to remain engaged.
- Monitors performance and supports the team to meet agreed SLAs and takes corrective action where necessary and in line with policies.
- Develops new methods and organisational capabilities (including automation) for the management of systems and services.
- Promotes change control processes and leads variation negotiations when necessary.
- Champions continuous improvement programmes, jointly developing strategies and incentives to enhance performance.
- Ensures non-discriminatory behaviour and legal compliance.

- Ensures that lessons learned from reviews are documented and promoted with all stakeholders.
- This role may require work to be performed out-of-business hours and in response to project requirements in support of operational employees delivering this infrastructure project to the community.
- To work in accordance with the Delivery Authority policies, procedures and safety requirements and demonstrate alignment with our values and behaviours.

## KEY COMPETENCIES

- Minimum of 5 years technical Service Desk experience up to Level 3 including in a project style environment.
- Proven experience in a Senior or leadership role in an ICT team including training and mentoring of staff.
- Experience using ITSM tools for IT Service Delivery, specifically, Atlassian.
- Understanding of ITIL 4 Foundations with experience in the application of.
- Experience in agile work methodologies is well-regarded.
- Relevant tertiary and or professional qualifications in ICT or related discipline.