

Position Title:	ICT Manager
Award/Agreement:	TOC Enterprise Agreement 2021 (and any subsequent agreement)
Classification level:	Level 11
Directly reports to:	Director Governance and People
Positions under Direct Supervision:	Network Systems Administrator IT Support Analyst GIS Officer

Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km². The Town has a population of approximately 10,000 people located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable, and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

OBJECTIVE OF THIS POSITION

The position is responsible for overseeing of the Town's Information Technology and Communication systems.

Objective 1: Leadership (for Managers/Senior Officers)

- Be an active, positive, and contributing member of the Town's Management/ Coordinators Group.
- Provide leadership and nurture the continual development of positions under your direct supervision.
- Provide direction and achievable goal setting to team members, while setting a good example through consistently demonstrating the organisation's Values
- Prepare high quality quarterly reports and present at quarterly reporting meetings.
- Maintain budgets for business units.
- Manage the Performance Assessment Cycle for positions under your direct supervision including annual review of position descriptions.
- Provide regular, consistent communication to and from team members, to support a productive and effective team.
- Provide technical advice and professional support to officers and others as required to resolve complex issues.
- Make suggestions and manage change that contributes to the efficiency and effectiveness of the Directorate.
- Oversee drafting and updating of work procedures, policies, and procedures for the business unit.
- Report as required to the Director on workload, effectiveness and staff matters.
- Keep informed of current trends and initiatives and ensure involvement in continuing professional development.
- Always provide positive representation of the Town.

Objective 2: Technical

- Provide analysis and quality professional advice across a broad spectrum of information technology disciplines.
- Maximise opportunities to use information technology to improve product, service and processes.
- Undertake investigative work and prepare IT business cases.
- Develop, implement and maintain policies and procedures within the IT Governance Framework.
- Provide input into the IT aspects of the Corporate Business Plan and other key strategic documents.
- Act at the Town's contact for OAG IT audits and implement audit findings (in conjunction with the Director).
- Engage and influence managers and supervisors to take ownership for and ensure the successful delivery of initiatives within their business areas.
- Ensure the accuracy of the inventory of IT hardware and assets.
- Manage software licences and contracts.
- Identify and source consultants and facilitators to assist in the delivery of services.
- Staying abreast of current trends and best practice in IT.

Objective 3: Enterprise Resource Planning (ERP) systems

- Establish new system requirements in consultation with business stakeholders.
- Research and present potential new business system and solutions.
- Act as project manager for any future phases of the ERP system or new business systems.
- As required, perform data migration (extraction, transformation, load and reconciliation) and manage user acceptance testing.
- Liaise with key stakeholders and vendors on technical matters.
- Reporting to Executive team as required.

Objective 4: GIS

- Lead the GIS direction of the Town, contributing to the efficient management and utilisation of spatial information.
- Oversee and guide the GIS Officer to:
 - Ensure all relevant GIS datasets on internal and public GIS facilities are established and maintained.
 - Monitor and review GIS and associated data layers to ensure consistency and integrity is maintained.
 - initiate improvements in GIS functionality to ensure maintenance of data layers to a high GIS and Cartographic quality.
 - Produce GIS projects and mapping products (maps, plans, diagrams) as required by Users.
 - Ensure that Landgate's main SLIP datasets and any derivative layers (Cadastral, tenure, easements, reserves etc.) are automatically downloaded and updated on the map system.
 - Maintain SQL database including any stored procedures, views and scheduled tasks.
 - Provide training and support to internal stakeholders.

Objective 5: Occupational Health and Safety (For Managers/Senior Officers)

- Raising OSH awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote OSH and disseminate OSH information.
- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards.
- Effectively communicate with respect to the OSH management system.
- Apply OSH and relevant legislation.
- Implement components of OSH management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

Objective 6: Corporate Responsibility (All Staff)

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

Objective 7: Continuous Improvement (All Staff)

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

SELECTION CRITERIA

Essential

- A degree in information systems, computer science or a related discipline and/or computer certification.
- Experience in budgeting.
- Ability to work independently and collaborate effectively with team members and stakeholders.
- Effective communication and customer service skills.
- A high level of initiative and analytical, conceptual and problem-solving skills.

Desirable

- Experience in GIS.
- Experience in project managing a system implementation.
- Experience with Power BI.
- Local government experience.

REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working with Children Check and these will be specifically indicated in the Selection Criteria.

Signatures

Chief Executive Officer Approval

Signature	Date
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Employee

Signature	Date
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