

Job Title & Position Number: Coordinator ICT & IM Services (Ref: 805)

Level: 10

Line Manager: Manager ICT Services

Direct Reports: Senior Network Administrator
Senior Systems Administrator
Information Management Supervisor

Location: Civic Centre

Date Reviewed: December 2020

1. Job Purpose

The Coordinator ICT Services will coordinate the operations of the City's Information and Technology teams and their response to requests for ICT assistance relating to hardware, software, telecommunications and information management. The role will maintain and improve the systems and processes, which enable effective delivery of ICT services and support and will ensure adherence to statutory obligations and the Councils Record Keeping Plan.

2. Organisational Context

The position of Coordinator ICT Services is part of the ICT Services branch within the Corporate and Commercial Services Department. In total, six (6) branches report to the Corporate & Commercial Services Director. Other branches include Corporate Compliance & Safety, Economic Development, Geraldton Airport, Organisational Development and Treasury & Finance.

3. Key Accountabilities

- Lead, organise and direct the ICT Services teams, creating an environment that is motivating and provides a dynamic team culture focused on exemplary customer service and continuous improvement.
- Maintain, continuously improve, and coordinate the operation of an ITIL aligned ICT service desk whilst ensuring complete and accurate information at all times. Apply means to address times of greater demand.
- Maintain, continuously improve, and coordinate the operation of an Information Technology Asset Life-Cycle Management program, ensuring compliance and complete & accurate information at all times.

- Assist in the development and maintenance of processes, guidelines, procedures and policies on the use and management of information, systems, assets and network.
- Provide expert advice to all levels of management and employees pertaining to information, communication and technology by way of inductions, training, consultation and collaboration.
- Organise and attend frequent team meetings to set outcomes, establish priorities and monitor progress.
- Improve and maintain the ICT Business Continuity and Disaster Recovery Plans.
- Assist in the maintenance of the Corporate ICT Strategic Plan, which reflects the preferred direction of the City.
- Provide strategic support to the Manager ICT Services in issues relating to Information, Communication, Technology and Cybersecurity.
- Assist and support the ICT & IM teams to ensure operational responsibilities are performed in accordance with the Corporate Business Plan.
- Responsible for ensuring that all staff in the team continuously learn new technologies & methodologies and exercise commitment to the organisation's desired culture and work ethic.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **OH&S** – Ensure duty of care compliant with OH&S legislation and follow all safety and injury management processes appropriately, including reporting injuries, accidents and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all EEO legislation covering all forms of workplace discrimination, harassment, victimisation and bullying; compliance with the City's Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required.
- **Values** - create a positive working environment while upholding the City's STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • We will make customers the focus of everything we do. • Our service will be fair, flexible, innovative and reliable. • We will show genuine concern for customers.
<p>TRUST</p> <ul style="list-style-type: none"> • We will trust the foundation of all relationships. • We will rely and depend on each other. • Our communications will be open and genuine.
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • We will honour our commitments. • We will take responsibility for our own actions. • We won't blame others.
<p>RESPECT</p> <ul style="list-style-type: none"> • We will treat others like we would like to be treated. • We will listen before we talk. • We will seek and value the contributions of others.
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • We will be united in our decisions. • We will be united in our actions. • Our strengths will come from interdependence.

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- Degree in Information Technology and relevant experience or lesser qualification with significant experience
- ITIL Foundation certification and current Industry certifications
- Diploma of Leadership & Management
- C Class Driver's Licence
- Demonstrated extensive experience coordinating an ITIL aligned ICT Service Desk
- Demonstrated extensive experience maintaining the life-cycle of IT Assets (software, hardware, contracts)
- Demonstrated extensive experience with incident, problem, change, and release management, as well as request fulfilment

- Experience in staff supervision and management of a diverse team, with experience of staff engagement through team mentoring / coaching

Knowledge and Skills

- Thorough understanding of an ITIL aligned Service Desk system
- Thorough understanding of IT Asset Management Best Practices
- Detailed knowledge and understanding of the Microsoft technology stack
- Comprehensive Knowledge of Information Management regulations and statutory obligations
- Sound Knowledge of Council Organisational Structure & Department Breakdown
- Highly organised with a methodical and systematic approach to setting priorities and managing the time of self in the planning and organising of work
- Sound verbal and written communication skills and strong interpersonal skills, including when engaging with internal and external stakeholders
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles