



# BYRON SHIRE COUNCIL POSITION DESCRIPTION

**POSITION:** **Business Systems Coordinator**

**REPORTS TO:** Manager Business Systems & Technology

**DIRECTORATE:** Corporate & Community Services

**BRANCH:** Business Systems & Technology

**CLASSIFICATION:** Grade 10

**STAFF:** Multi-skilled IT workers

<b>CONTACTS:</b>	<b>Internal</b>	<b>External</b>
	The General Manager, Councillors & staff at all levels Audit Risk and Improvement Committee IT Steering Committee	Government Departments Other Local Government Authorities Commercial enterprises Consultants Contractors Community Groups

**POSITION OBJECTIVE:**

To provide critical thinking and decisive leadership with strong communication and organisational skills. Coordinate a multi skilled Information Technology team to deliver high service level outcomes in accordance with Council’s adopted delivery and operational plans.

**POSITION OF TRUST**

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

**ORGANISATION VALUES**

You will demonstrate the Byron Shire Council’s Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM  
AND PURPOSE



WE ARE OPEN, HONEST AND  
RESPECTFUL



WE FOSTER WELLBEING  
AND CREATIVITY



WE ACHIEVE OUR GOALS AND  
SUCCEED TOGETHER

**KEY RESPONSIBILITIES:****Organisational Relationships**

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

**Operations Management**

- Lead and supervise a team of multi-skilled IT workers.
- Actively participate in systems development and on-going support.
- Assist with product recommendations, negotiations and procurement of specific IT related systems and services.
- Participate in the 24x7 on-call roster, and meet response time criteria
- Continually conceive and implement cost effective operational efficiencies.
- Establish and maintain strong team relationships with internal and external key stakeholders.
- Communicate team status, task accomplishment, and direction to management

**IT Service Management**

- Initiate and lead operational excellence initiatives by promoting and implementing ITIL best practice framework for IT Service Management within the team.
- Upkeep and continuous improvement of processes and procedures for the IT Service Desk with regular reviews documented and made available to the team.

**Information Security**

- Promote and actively support council's information security standards across your team, Council and when dealing with ICT service providers.

**Projects**

- Coordinate technical projects as required
- Demonstrated organizational skills and the ability to establish priorities to achieve technical project outcomes

**Documentation**

- Lead the production of systems documentation, standards, procedures and guidelines.

**Liaison**

- Develop and maintain contact with council representatives on matters relating to the operation and control of the computing infrastructure
- Develop and maintain contact with the representatives in other organisations that may have an impact on the use and operation of council ICT systems.
- Provide direction to staff and contractors as required
- Promote and support the principles of quality assurance and continuous improvement as they apply at council
- Demonstrate an ongoing commitment to council's Information Management and Information Technology Strategic Plan, policies and to quality assurance processes.

**Financial Management**

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.
- Assist with the development of project as well as annual budgets.

**Human Resource Management**

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.
- Promote and lead the team to create a high morale, team oriented, and customer-focussed

environment.

- Monitor and review performance of staff in accordance with Council's staff performance management systems..

#### **Work Health & Safety Management**

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Report all risks, hazards, incidents and injuries immediately to supervisor.
- Be responsible and accountable for the safety of workers and company property under your supervision.
- Be responsible for ensuring all Work Health Safety legislative requirements and Council and Directorate Work Health Safety policies, procedures, guidelines, tools and requirements are followed at all times.
- Report all risks, hazards, incidents and injuries immediately to Manager.

#### **Other Duties**

- Other such duties as required that are within the limits of the employee's skill, competence and training.

#### **QUALIFICATIONS:**

- Degree in information technology or computer science.
- Industry recognised and accredited certifications in relevant technology or systems disciplines..

#### **EXPERIENCE:**

- Extensive experience in a relevant sized corporate information technology environment.
- Extensive experience in developing and implementing organisational wide information technology or business systems solutions.
- Experience coordinating a multi-disciplined information technology teams and projects.

#### **KNOWLEDGE:**

- Current information and communications technologies including virtualisation and cloud services.
- Enterprise Resource Planning systems
- Electronic Document and Records Management Systems
- IT Service Management principles and practice
- System Development Life Cycle frameworks

#### **COMPETENCIES:**

- Demonstrated critical thinking and decisive leadership.
- Demonstrated ability to understand end-user problems and convey them in technical language to other IT professionals.
- Demonstrated ability to facilitate quality outcomes from staff and promote teamwork
- Demonstrated High level interpersonal skills, excellent communication skills, and ability to facilitate quality outcomes across a diverse range of stakeholders.
- Preparation of complex written reports
- Resolution of conflict and negotiation of effective work outcomes.
- Preparation, monitor and control project budgets.
- Maintaining confidentiality.
- Adapting positively to change.

**SELECTION CRITERIA**

**Essential Criteria**

- Degree qualifications in ICT or computer science; or industry accreditation or demonstrated extensive experience in relevant systems.
- Demonstrated well-developed interpersonal and verbal communication skills with the ability to facilitate quality outcomes across a broad range of stakeholders.
- Demonstrated ability to carry out in-depth technical analysis of complex information technology systems to resolve issues, make improvements, and make consistent recommendations.
- Demonstrated extensive experience managing a multi-disciplined team to deliver high-quality outcomes within a corporate ICT or business systems environment.
- Proven knowledge of technical and contemporary issues relevant to a large scale ICT or business systems environment
- Demonstrated experience in budget, procurement, and ICT or business systems planning and operational processes.
- Demonstrated ability to prepare complex written reports, correspondence, and other documents relating to information technology systems and projects.
- Demonstrated commitment to Work Health and Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Current Drivers Licence

**Preferred Criteria**

- Demonstrated experience working with large cloud or hybrid cloud environments.
- Demonstrated commitment to Occupational Health and Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated commitment to and understanding of process improvement and sustainability principles.

**PRESENT OCCUPANT:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**SUPERVISOR:** Manager Business Systems & Technology

**SIGNATURE:** \_\_\_\_\_