

Position description

Senior Digital Platforms Lead

Summary information

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|-------------------------|--|-----------------------|-----------------------------|
| Section | Digital Services | Directorate | Corporate Services |
| Position grade | Band 3 Level 3 Grade 18 | Position type | Permanent, full-time |
| Reports to | Senior Coordinator Digital Operations | Direct reports | Yes |
| Approval limit | \$25,000 | Release limit | \$0 |
| Created/reviewed | November 2020 | BCC number(s) | BCC1854 |

1 Position purpose

- This role is responsible for successful running, maintenance and improvement of Council's Digital Platforms, including the Wide Area Network (WAN), Local Area Network (LAN), network security, phone system and on-premise and cloud hosted servers.
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

2 Qualifications and experience

Essential

- Relevant tertiary and supplementary professional/industry qualifications or degree
- In-depth experience supporting the Digital Platforms of a similar organisation
- Experience in developing network, infrastructure and/or cloud architecture
- Experience supporting a WAN with over 50 sites through either MPLS or SDWAN
- Class C Driver's Licence.

Desirable

- Experience in supporting firewalls, intrusion detection and network security
- IT security certification
- Network administration certification
- Experience with System Centre Configuration Manager (SCCM)
- Experience in phone system maintenance, both on-premise and cloud hosted
- Experience leading a team in the provision of digital platform support.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- Ensure the high availability of Council systems with a high-quality user experience through the provision of Digital Platforms
- Troubleshoot, remediate and document any issues with Council's Digital Platforms
- Deliver network connections to new sites
- Provide subject matter expertise to implement new systems and improvements to Council's Digital Platforms
- Maintain positive working relationships with Council's Digital Platform vendors and ensure optimal outcomes for Council in these relationships
- Manage and prioritise the backlog of work in the Digital Platforms team and work with the network administrators to allocate work packages and ensure successful completion
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- Ensure the high-quality functioning of the LAN at each Council site
- Ensure the high-quality functioning of the WAN, with acceptable user experience at each site
- Support the systems for Council staff to work flexibly whilst working remotely
- Support the systems for residents and other external stakeholders to securely access Council data
- Ensure security of Council systems and information in alignment with the Council Information Management Security Framework
- Manage the delivery of the Digital Platforms team backlog, including server and network maintenance and administration
- Manage technical support of the Council phone and call centre systems
- Provide subject matter expertise to projects and initiatives that have a Digital Platforms requirement
- Undertake activities to ensure business continuity, including maintaining the disaster recovery servers and backups
- Maintain an accurate record of network and infrastructure architecture
- Assist in the development of procedures and user manuals that support training material for systems
- Follow all IT Service Management and IT Infrastructure Library processes
- Identify process change, system architecture and organisational change as it relates to successful system implementation
- Design work packages on projects and other initiatives for other Digital Services staff or vendors to complete
- Develop a strong understanding of Council's key systems to assist in their continuous improvement
- Research, analyse and implement innovative solutions to improve Council operations and employee and customer experience
- Assist the Senior Coordinator Digital Operations in the prioritisation and management of the Digital Operations backlog
- Contribute to the Digital Strategy, business cases and implementation of projects
- Contribute to the completion of audit actions and Better Practice Review (BPR) actions
- Develop and maintain effective working relationships with other Business Technology staff, Managers, Council staff, vendors and other key stakeholders
- Project manage the delivery of Digital Platforms work packages
- Support and mentor the Digital Platforms team members to develop talent
- Contribute to IT security testing activities, including penetration testing and vulnerability scanning
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

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|-------------------|------------------|-------|-------------------|
| Employee | Name | _____ | |
| | Signature | _____ | Date _____ |
| Supervisor | Name | _____ | |
| | Signature | _____ | Date _____ |