



**Insurance Commission
of Western Australia**

Title	Solutions Development & Maintenance Manager	Classification	Level 8
Number	937438	Group	Corporate Support
Reports to	Chief Information Officer	Division	Information Technology
Supervises	3	Section	Solutions Development

Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages the RiskCover Fund, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Divisional Overview

The Information Technology Division is responsible for ensuring that all Information Communication Technology is fit for purpose and suitable for use for the foreseeable future. This includes responsibility for preparing, maintaining and delivering the Insurance Commission's ICT Strategic Plan, maintaining the Enterprise Architecture, and providing ICT security, infrastructure, and software development services and solutions. It also provides systems and analysis services to ensure business systems continue to efficiently and effectively meet business needs.

Position Overview

To manage and technically direct the analysis, development and implementation of enterprise applications to achieve business objectives.

Position Responsibilities

- Manages a Solutions Development Team comprising Developers, Systems Analysts and System Support personnel to achieve successful business outcomes in a collaborative manner whilst engaging with other teams in the IT Division and the Business Divisions.
- Contributes to a positive work environment that reflects the core values of the Insurance Commission within the Information Technology Division, Solutions Development Team and in the team's dealings with its business customers and external parties (including service providers).
- Promotes and enables a collaborative approach to solution delivery, maintenance and support harnessing relationships in a positive manner to achieve required outcomes.
- Manages the daily activities of the Solutions Development Team to ensure tasks are scheduled and agreed delivery dates met.
- Ensures that services and metrics relevant to the Solutions Development Team in Agreed Service Level Agreements for the IT Division are achieved.
- Manages the development of the business applications strategy (focussed on a contemporary, open systems environment) ensuring alignment with the ICT Architecture Strategy.
- Responsible for Solutions Development Team Plans and contributes to the development and implementation of the ICT Strategic Plan.
- Ensures the formal identification, development, sharing and securing of knowledge within the Solutions Development Team.
- Ensures appropriate support structure and processes are implemented to deliver application support services in accordance with IT Service Level Agreements.
- Works collaboratively and cooperatively with other IT Division Managers to provide resources to Project Teams and/or system maintenance to ensure solutions are delivered on time and to aid employee career development opportunities.
- Responsible for analysis and assessment of application development requirements, including evaluating external providers' proposals, to determine suitability for business needs (e.g. alignment to the Insurance Commission's architectures and standards, solution soundness, supplier's ability to deliver and value for money).
- Provision of professional and technical advice, direction and guidance on application development activities and functions.
- Development of robust and achievable work plans including management of scope and risk.
- Provides recommendations to the CIO and ICT Steering Committee on the possible, and preferred, sourcing options for packages of work (development, enhancement and maintenance).
- Ensures the efficiency and effectiveness of processes and procedures for the development and maintenance of the Insurance Commission's application solutions (including the management of outsourced work), and that all relevant stakeholders are aware of, and using, the processes and procedures.
- Takes responsibility for the development and implementation of an industry accepted Solution Development Lifecycle (SDLC) and ensures that the entire organisation buys in to conforming to the SDLC with the support of the CIO.
- Provides reliable estimates, and ongoing status reports, work planned and/or undertaken by the Solutions Development Team.
- Maintains a watching brief on existing and emerging technologies and provides advice on possible opportunities, and implications, of these technologies for the Insurance Commission.

Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements

Capability to:

1. Effectively lead and manage a multidisciplinary team with a collaborative culture.
 2. Work with a customer-centric focus and deliver on agreed outcomes.
 3. Build and sustain professional working relationships with a network of key people internally and externally.
 4. Negotiate persuasively with a strong grasp of the key issues.
 5. Communicate confidently with a diverse range of people using verbal, written and presentation skills.
 6. Manage and deliver enterprise applications, preferably in an open systems environment, using both in-house and external service providers at a senior level in a large business organisation.
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Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identify check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2017

Certification

Approved by the delegated authority and registered on:

04 February 2020