



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title Manager Corporate Information Systems	Level 7	Position Number 34318 (Nominated)
Division/Directorate Information Management & Operational Systems	Branch/Section Corporate Information Systems	
Effective Date January 2026	Health Task Risk Assessment Category 5	

Reporting relationships

Superordinate: Director, Corporate Information, Level 8

Subordinates: Business Systems Analyst, Level 5 (x 4)
Digital Workplace Analyst, Level 5

Key role of this position

The Manager, Corporate Information Systems (CIS), leads the CIS team in delivering reliable, secure and efficient support for critical business information systems across the Public Transport Authority (PTA). This role ensures the effective administration, maintenance and continuous improvement of corporate systems to meet operational and strategic needs.

A major responsibility includes overseeing system administration and support services, ensuring high availability, performance and compliance with PTA standards. The Manager drives vendor management activities, including procurement, contract negotiation and performance monitoring to secure cost-effective and high-quality solutions. This position also manages licensing, renewals and service agreements to maintain system integrity and value.

In addition, the Manager provides leadership in HR and people management within the CIS team, fostering a collaborative, high-performing culture. This includes workforce planning, staff development and performance management to build capability and resilience. The role also identifies opportunities for process optimisation and risk mitigation, ensuring privacy, security and continuity of critical information systems.

Core duties and responsibilities

Leadership and Management

- Provides strategic advice on complex and emerging information systems issues.
- Provides leadership direction, guidance and technical expertise to the section.
- Contributes to the IMOS strategic direction, planning and performance ensuring the section has clarity and understanding of customer expectations and service standards.
- Manages the overall resources (physical, financial and human) of the Corporate Information Systems section.
- Develops and implements team priorities and monitor performance against the targets and outputs.
- Performs strategic workforce planning to ensure that the team has the capacity and competence to achieve emerging and future workforce needs.
- Translates technical and complex information concisely to multiple audience and influences informed decisions.



Procurement, Contracts and Account Management

- Contract management activities including variations, performance, invoice verification and ensuring contractor compliance with specified requirements.
- Drives vendor management activities, including procurement, contract negotiation and performance monitoring to secure cost-effective and high-quality solutions.
- Manages licensing, renewals and service agreements to maintain system integrity and value.

Strategic Corporate Information Systems

- Manages the performance of Corporate Information Systems and ensure services meet requirements.
- Improve performance and outcomes through alignment of systems, processes and people.
- Identifies and manages information system risks with effective control measures and treatment plans.
- Identifies business improvement opportunities and re-engineers' business processes, in consultation with stakeholders, to increase process automation, and information access.
- Develops the Electronic Document and Records Management System (EDRMS) to align with information management best practice and the Information Management Strategy.

Service Delivery

- Contributes to the development and measurement of service level agreements and operational level agreements that meet stakeholder and customer expectations.
- Conduct post-implementation reviews to assess the success of projects and programs, capturing lessons learned for future initiatives.
- Prepares, reviews and coordinates compelling business case documentation for new technology systems and improvements to current information systems.
- Manages and contributes to relevant technology projects, ensuring compliance to the PTA Project Management Framework.
- Oversees the administration of the PTA's Intranet site and identifies areas for review, development and enhancement.
- Identifies and develops comprehensive internal communication to disseminate and develop good understanding and application of the information systems throughout the PTA.

Other Duties

- Undertakes other duties as required.

SELECTION CRITERIA

1. Core Competencies

- High level experience in the development, administration and delivery of software applications in a contemporary software development environment.
- Experience delivering high levels of customer service to organisations in an ITIL environment.
- Experience in leading, managing and participating in projects, including change management.
- Demonstrated knowledge and/or experience of government contract and procurement practices.
- Tertiary qualification, or extensive relevant industry experience.

2. Leadership and Management

- Highly developed leadership and management skills, including the ability to provide clear advice, direction and appropriate feedback to team members and motivate them towards achieving team outcomes.
- Ability to build a shared sense of purpose and direction with stakeholders and staff; and translates the vision to achievable goals and objectives
- Well-developed managerial skills including, human, financial, project and physical resource.

3. Communication and Interpersonal

- Highly developed interpersonal and communication skills, including the ability to:
 - Foster collaborative working relationships and work constructively in a team environment
 - Negotiate and resolve conflict
 - Influence outcomes with internal and external clients at all levels.
 - Drive a culture of open and transparent communication by ensuring that information is shared upward, downward and laterally to individuals and groups.

4. Conceptual, Analytical and Problem Solving

- Highly developed analytical, conceptual and problem-solving skills including the ability to:
 - Prepare, interpret, analyse and communicate information
 - Develop practical and innovative solutions to complex problems.

5. Organisation

- Highly developed organisational skills, including the ability to achieve agreed targets and timelines through the use of effective people management skills.

6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position’s duties are to be performed in accordance with the PTA’s Code of Conduct and the PTA’s Values.

.....
Signature

.....
Date

