



# Executive Manager (Applications)

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Technology

**Directorate / Command / District / Division:**

Application Management

**Work Unit:****Position Description Number:**

Generic 541

**Rank / Level / Band:**

Level 7

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**Employment Conditions**

Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours  
This role is included in a divisional, rotating, On-Call roster to support the 24/7 coverage provided for corporate applications.

Location: Perth

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**Position Objective**

Ensures all day-to-day system support and maintenance for production applications are managed and completed according to the Western Australia Police Force (WA Police Force) business requirements.

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**Role of Work Unit**

The Application Management Division is responsible for the 24x7 availability of corporate applications through the provision of day-to-day support and maintenance of applications, including fault fixing, data extracts, minor and major system enhancements. Supported technology streams include Oracle, Java, SAP, Microsoft, Cold Fusion and contemporary cloud platforms.

The Division undertakes the following:

- Oversight of application support and maintenance
- Adoption of contemporary support practises,
- Project management of application enhancement projects
- Key liaison with other Technology Portfolio divisions

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**Reporting Relationships**

This position reports to:

- Assistant Director, Application Management, Level 8

Direct reports to this position include:

- Various positions ranging between Level 3 to Level 6 and Constable rank

Total number of positions under control: Between 5 to 10 (depending on the Applications Stream)

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## Key Accountabilities

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### 1 Management and Leadership (45%)

- 1.1 Leads and manages the activities of the Application Management function to ensure that the defined support priorities are delivered in an efficient and effective manner.
- 1.2 Manages the provision of application support services within an ITIL framework for service delivery and support.
- 1.3 Manages the Unit's skill base, deployment, performance development, training and career development to ensure staff are developed to meet business objectives and to enhance employee professional development.
- 1.4 Develops strategic working relationships and consults with relevant internal/external leadership and coordination in respect to the effective implementation of innovate system improvements.
- 1.5 Contributes to whole of agency and Divisional policy and provides internal policy advice on systems matters.
- 1.6 Negotiates and manages licensing frameworks and the outsourced technical and functional support contracts ensuring that the performance of the outsourced service delivery providers meets all agreed service level requirements.
- 1.7 Acts as co-custodian of the formal standards, procedures and guidelines that assist application development and support personnel to perform their duties in an effective manner.

### 2 Application System Supports (50%)

- 2.1 Ensures formal standards, procedures and guidelines are adhered to for the development, maintenance and installation of application systems.
- 2.2 Reviews project scoping reports to ensure quality and conformity with installation standards and provide advice to senior management regarding significant changes that have occurred, or will occur, to the configuration of application systems.
- 2.3 Maintains working relationships with counterparts in external agencies interfacing with the WA Police Force and negotiates priorities of competing work requests.
- 2.4 Liaises with change management personnel on any organisational or procedural changes in order to assess system change impact and provide advice.
- 2.5 Maintains working relationships with ICT vendors and other application service providers engaged by the Agency.
- 2.6 Prepares Resource Requests as required to support approved initiatives for the provision of contract resources.
- 2.7 Provides advice to project teams and other relevant parties in relation to work that potentially impacts the division.
- 2.8 Undertakes (either individually, in a DevOps approach or as a project leader) new Application initiatives and/or components of large/significant projects, to investigate/resolve issues, develop, test and implement solutions.
- 2.9 Ensures that configuration and/or system developments comply with relevant legislative or business requirements.

### 3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to mitigate areas of information security risk by ensuring the integrity, confidentiality, availability and security of information holdings/systems
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the Agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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## Specialist Prerequisite(s)

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It is a requirement that the position holder is:

- An Australian Citizen prior to the completion of the selection process;
- Successful in obtaining and maintaining a **NEGATIVE VETTING LEVEL 1** security clearance for the duration of their appointment in the position. (Note: Negative Vetting Level 2 may be required depending upon the Application Stream.)

## Work Related Requirements

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### Essential

Management and leadership skills

### Context in which work related requirements will be applied and or general standard expected.

Thinking strategically, providing leadership and building common understanding with peers within a large and complex business environment. Leading teams and achieving results. Managing physical, financial, information and human resources.

Analytical and conceptual skills

Identifying, analysing, and conceptualising trends, patterns, and recognising the links between interconnected issues to provide advice and evidence-based recommendations to mitigate problems. Keeping others well informed on work issues and thinking laterally to identify and implement improved work practices.

Ability in maintaining and enhancing supported systems

In an enterprise environment, managing the support and maintenance of production applications delivered via platforms including Oracle, Java, SAP, Microsoft, Cold Fusion and/or contemporary cloud platforms.

Knowledge of application delivery life cycle and application support processes

Knowledge of application delivery life cycle and application support processes, including ITIL. Focusing on continuous improvement and reduction in support requirements over time.

Interpersonal and negotiation skills

Liaising with persons at all levels within the public and private sector, internal and external stakeholders and wider community. Contributing to negotiating contracts for the support of application systems, whilst maintaining proactive relationships. Representing complex concepts and reporting to senior management and Portfolio clients.

Communication skills

Preparing a wide range of written communication. Presenting briefings to management. Preparing large formal documents and reports of a complex nature.

Planning and organisational skills

Managing and implementing projects, achieving quality outcomes, monitoring and evaluating achievement of strategic objectives. Providing direction and supervising the activities of contractors/service providers.

### Desirable

Possession of or progression towards a relevant Information Communications Technology tertiary qualification

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## Capability Framework

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The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Certification

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

Position Title and Work Unit	Name	Date
Organisational Design Officer Organisational Design & Analysis	Pamela Soares	21/02/2024
Chief Technical Officer Technology	Marc Smith	23/02/2024