



Executive Manager

POSITION DESCRIPTION FORM

Region / Portfolio:

Technology

Position Description Number:

207374

Directorate / Command / District / Division:

Infrastructure Operations

Level:

Level 7

Work Unit:

Infrastructure Network Services

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 24/07 coverage provided for corporate applications

Location: Perth

Position Objective

Manages the operations of Infrastructure Network Services which includes telephony, data and video services (including emergency call taking and dispatch), and a Unified Communication environment. Ensures optimum management of contracts for the provision, operation, maintenance and support of business information systems communication and network infrastructure.

Role of Work Unit

Infrastructure Network Services is responsible for developing, implementing and maintaining the communications networks throughout the State, serving the operational policing activities and includes special incident communications facilities. This incorporates police telephony, video and corporate data communication networks and includes portable communications.

Reporting Relationships

This position reports to:

- Assistant Director Infrastructure Operations, Level 8

Direct reports to this position include:

- Manager Data Services, Level 6
- Manager Telephony/Mobility Services, Level 6

Total number of positions under control: 8

Position Title: Executive Manager	Level: Level 7	Position Number: 207374
--------------------------------------	-------------------	----------------------------

Key Accountabilities

1 Leadership and Management (50%)

- 1.1 Manages the Infrastructure Network Services to ensure the integrity, availability and continuity of the agency's business information systems.
- 1.2 Leads the identification and development of operational plans relating to the provision and support of telephony, data and video services within Infrastructure Network Service responsibility.
- 1.3 Participates in and contributes to the strategic management of the Technology portfolio including the development of strategic plans, adoption and deployment of new information systems.
- 1.4 Assists in the preparation of the annual budget and IT plan in relation to voice, video and data network contract items and manages budgets for contracts as allocated by the Assistant Director Infrastructure Operations.
- 1.5 Establishes and implements policies and procedures relating to Infrastructure Network Services, applicable to the Western Australia Police Force environment.

2 Network Services (45%)

- 2.1 Ensures efficient operation of Infrastructure Network Services to ensure the integrity and availability of the agency's corporate information systems is optimised by adherence to standards and guidelines.
- 2.2 Provides advice to the Assistant Director Infrastructure Operations and other senior personnel with respect to trends and issues associated with the integration of new and emerging information delivery technologies.
- 2.3 Oversees planning, design and delivery of major changes to existing network services.
- 2.4 Ensures that network services are delivered and capacity is maintained to agreed standards.
- 2.5 Provides direction concerning the analysis and resolution of difficult, escalated systems related problems and issues.
- 2.6 Contributes to the development of technical specifications and evaluation of Requests For Tender (RFT) in the procurement of telephony, data and video services support contracts.
- 2.7 Monitors current and emerging trends in systems infrastructure and network technologies
- 2.8 Ensures compliance with WA Police Force, government policies and other legislative requirements relating to telephony, data and video communications management.
- 2.9 Manages outsourced contracts and appropriate Service Level Agreements (SLA) for telephony, data and video initiatives and operations.
- 2.10 Liaises with project staff to ensure appropriate support process and contract Service Level Agreements (including finance) are developed in support of new telephony, data and video initiatives.

3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 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.

Position Title: Executive Manager	Level: Level 7	Position Number: 207374
--------------------------------------	-------------------	----------------------------

Work Related Requirements

Essential

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

Leadership and Management Skills

Providing direction and leadership at all levels within a large, diverse, complex and client-focused environment.

Communication Skills

Developing and maintaining effective working relationships with internal and external stakeholders. Negotiating and dealing with conflict management. Preparing formal documents and reports of a complex nature.

Knowledge of Telephony, Data and Video Communications Technology

Identifying and implementing improvements across services operations. Monitoring current and future trends. Managing key performance and capacity monitoring in a communication environment.

Contract Management Skills

Managing outsourced contracts in support of telephony, data and video services for a large organisation providing 24-hour coverage services, including, emergency call taking and dispatch service. Measuring performance delivery, negotiations and budget management.

Analytical and Conceptual Skills

Developing and implementing effective solutions to complex problems including critical thinking and problem solving within a diverse environment. Interpreting and evaluating data.

Capability Framework

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.

Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is **Leading Leaders**.

Certification

These details 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 and Analysis	Julie Norrish	14/01/2025
Assistant Director Infrastructure Operations	Simon Chan	17/06/2024