



## Job Description

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<b>Position Title:</b>	Manager ICT Service Delivery	<b>Classification:</b>	Level 7
<b>Position Number:</b>	MP160020	<b>Location:</b>	Mineral House - East Perth
<b>Division/Group:</b>	Strategic Business Innovation	<b>Supervises:</b>	3
<b>Branch/Section:</b>	IT Operations	<b>Reports to:</b>	General Manager IT Operations

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### Operational Context

The Strategic Business Innovation Group supports the Department to achieve its strategic and operational objectives by focusing on whole-of-department strategic capability and fostering innovative thinking across the department to support DMIRS in building a high performance organisation. The Group is responsible for creating vision, strategies, purposeful policies, and a detailed plan to move the department into the digital world. Ensuring that investments in these digital strategies meet feasibility and viability evaluation to ensure customer centric design and value for money.

### Role Overview

This position contributes to building DMIRS into a high-performance innovative organisation by supporting the achievement of the Department's business needs by managing its ICT support services, Desktop Provisioning and Technologies and Telecommunications and Mobility functions. The role contributes to the strategic and operational planning of the IT Operations Branch.

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### Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

#### Leadership

- Support the General Manager IT Operations to manage Branch activities/projects, including its physical, human and financial resources to ensure the achievement of outcomes identified in the Branch Operational Plan
- Develop and implement policies, processes and behavioural expectations to ensure ICT service delivery meets the Department's business needs.
- Lead the evaluation of new tools to support the Department's business productivity, collaboration, communication and decision making, including the assessment of the financial and business benefits of their implementation.
- Contribute to the DMIRS meeting its statutory obligations in relation to relevant WA public sector legislation, ethics, standards and policies.

#### Project and/or Operational Planning

- Participate in operational and project planning to implement Branch objectives.
- Plan and coordinate the Department's its ICT Support Services, Desktop Provisioning and Technologies, and Telecommunications and Mobility functions.
- Develop, monitor and control critical success factors and their related key performance indicators to measure the efficiency and effectiveness of incident management, request fulfilment, problem management, ICT change management and service improvement across the Department.

- Plan and implement the upgrade/rollout of new end-user hardware, software and services across the Department.

## **Stakeholder Engagement**

- Represent the Branch on forums, committees and working groups, as required
- Liaise with internal stakeholders to ensure appropriate service delivery and improvement needs and expectations are met.
- Collaborate with the stakeholders to address technical dependencies and issues to ensure technical capacity is maintained so applications run effectively and meet the Department's business needs.
- Liaise with the Sourcing and Procurement team regarding hardware and software acquisition or other IT investments to support service delivery, as required.

## **Business Improvement**

- Contribute to process and service improvements, efficiencies and integration within the Branch.
- Provide support to internal and external users through the receipt and triage of incidents and requests, fulfilling these when possible, or routing them to the appropriate support team
- Monitor industry and government trends and developments to assess their impact on the Department's business ICT service delivery methodologies, frameworks and concepts.
- Promote a continuous improvement culture

## **People Development and Culture**

- Contribute to the development and implementation of corporate policies and procedures including the achievement of DMIRS Equal Employment Opportunity and Diversity Outcomes.
- Support the General Manager IT Operations to ensure appropriate skills and expertise is available within the Branch to ensure optimum performance and multi-skilling of the team.
- Coach, mentor and manage team performance within the DMIRS performance management system.

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## **Corporate Responsibilities**

(The following outlines departmental responsibilities)

- Contributes to or responsible for the achievement of corporate objectives through effective management by ensuring that stakeholders are dealt with in a professional and timely manner.
- Builds productive working relationships with community stakeholders to ensure effective community engagement, provide opportunities to input on policy and to facilitate agreement of mutually beneficial solutions.
- Provides effective leadership within corporate policies and procedures, acts with integrity and ensures staff demonstrate ethical behaviours aligned with the Department Code of Conduct.
- Performs other roles/tasks as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

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## **What is required in this role?**

(The following outlines what experience and qualifications are required to fulfil this role)

- High level of knowledge and experience in managing ICT service delivery programs.
- High level written communication and interpersonal skills.
- High level of knowledge and experience in asset management with a proven ability to deliver the procurement and deployment of ICT hardware and software to ensure the currency and accuracy of asset inventory within a corporate repository.
- High level of knowledge and experience in assessing appropriate sourcing strategies for ICT projects and programs.

- High level of analytical and problem solving skills.

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## **Capabilities Required**

(The following outlines the behaviours required to be demonstrated to perform this role)

- Demonstrates appropriate leadership behaviour, takes responsibility, promotes accountability and motivates others.
- Consults and shares information to ensure others are kept informed of issues. Involves people, encourages them and recognises their contribution.
- Adheres to and promotes the public sector values and Code of Conduct and acts with the utmost integrity and professionalism.
- Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
- Approaches negotiations with a strong grasp of the key issues and strives to achieve an outcome that delivers benefits for both parties.

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## **What are the Job reporting relationships?**

This position reports to: General Manager IT Operations

Supervisor Position No: MP160021      Classification: L8

### **Positions reporting to this Job:**

Coordinator Desktop Technologies and Provisioning - (MP170050)	L5
Coordinator ICT Support Services - (00017621)	L5
Coordinator Telecommunications and Mobility - (00016773)	L5

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## **What are the pre-employment requirements for this Job?**

- This position has been identified with a potential for Conflict of Interest • National Police Clearance

### **Approved Date**

14-MAY-2019