

JOB ROLE STATEMENT

ICT SERVICE DELIVERY CO-ORDINATOR LEVEL 6

DIRECTORATE FINANCE AND COMMERCIAL SERVICES
BRANCH INFORMATION MANAGEMENT **POSITION NO** P0070359 / P0070360 / P0070361

KEY RESPONSIBILITIES

Co-ordinate the identification, provision and management of Information and Communications Technology (ICT), including cloud based systems and the organisation's website and review the services operational performance. Develop and implement operational short and long-term plans, standards, procedures and guidelines for the deployment and use of ICT services throughout Main Roads.

KEY DELIVERIES

ICT Service Delivery and Performance

- Co-ordinate ICT service delivery including cloud base systems and the organisation's website.
- Review and report on the performance of ICT services.
- Design and implement capability plans to ensure the availability of dependable and suitable services that support Main Roads business.
- Research, evaluate and recommend new products and services to enhance ICT service delivery.
- Develop and implement ICT (ITIL based) governance framework and vendor management processes to achieve high quality, predictable and pro-active service delivery across main Roads.
- Formulate and maintain standards, processes and procedures relating to the use of ICT products and services and other related matters.
- Provide specialist consultancy, training and advice on ICT products and services and related matters.
- Ensure compliance of ICT functions to government regulations.
- Co-ordinate the maintenance and support of ICT products and services.
- Co-ordinate the implementation and usage of ICT products and services.
- Review and verify payments associated with the delivery of ICT services contract.
- Provide specialist advice and recommendations to internal stakeholders regarding ICT products and services.

Leadership and Management

- Provide operational leadership in the provision of ICT products and services in a customer-focused manner.
- Manage financial, technological, physical and other resources within agreed allocations to meet agreed outcomes.
- Manage employee behaviour, performance and development.

Stakeholder Relationships

- Participate as a member of relevant internal and external committees and working parties in order to represent the Branch, Directorate and/or Main Roads.
- Consult and liaise with internal and external stakeholders to identify and manage service requirements.

SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on 'iRoads' intranet.

LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

REPORTING RELATIONSHIPS

This position reports to:

| | | |
|------------------------------|---------|-------------|
| (A) TITLE AND LEVEL | | POSITION NO |
| ICT SERVICE DELIVERY MANAGER | LEVEL 7 | P0070314 |

ICT SERVICE DELIVERY CO-ORDINATOR LEVEL 6

POSITIONS UNDER DIRECT SUPERVISION

ALL POSITIONS UNDER CONTROL

List the position numbers, titles and levels of positions directly supervised

State number of positions only

| TITLE and LEVEL | POSITION No | CATEGORY | NUMBER |
|--------------------------------------|-------------|----------|----------------|
| ICT Service Delivery Consultant (X3) | LEVEL 5 | | up to 1 each |
| ICT Service Delivery Officer (X2) | LEVEL 4 | | up to 1 each |
| ICT Service Delivery Officer | LEVEL 3 | | up to 1 each |
| TOTAL | | | Up to 6 |

SELECTION CRITERIA – SHOULD BE ADDRESSED IN THE CONTEXT OF THE ROLE

ESSENTIAL:

- Substantial skill, knowledge and experience in:
 - delivery of ICT services in a large multi-disciplinary organisation
 - ICT planning including cloud based systems and website planning
 - project and contract management
 - building and enhancing stakeholder relationships
 - managing, financial, technological, physical and other resources within agreed allocations to meet agreed outcomes
 - managing employee behaviour, performance and development
- Knowledge of:
 - policies and practices on Occupational Safety and Health, and on EEO and diversity and equity
- Possession of a current Western Australian 'C' Class (car) motor vehicle drivers licence or an approved equivalent.

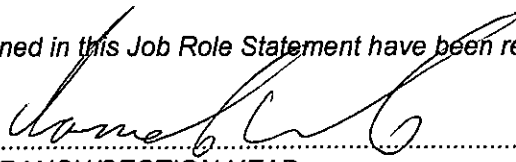
DESIRABLE:

- A Degree in Information and Communications Technology (ICT) or other relevant discipline.

CERTIFICATION

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE



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BRANCH/SECTION HEAD

DATE

25/10/19

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

SIGNATURE

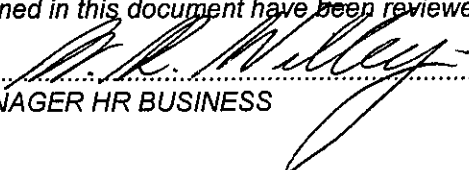

.....
EXECUTIVE DIRECTOR

DATE

25/10/2019

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE


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MANAGER HR BUSINESS

DATE

25/10/19