# Job Description Form – ICT Commercial Manager

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| **Position number:** | 16384 | **Classification:** | Level 6 |
| **Division:** | Corporate Services | **Branch/section:** | Digital and Technology Services |
| **Reports to:** | 16321 – Manager Governance and Commercial Management  | **Direct reports:** | 3 |

## About the Department

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| Mission | Vision | Values |
| To lead the public sector in community – focused delivery with a high performing organisation and thriving workforce. | Western Australia is celebrated as the best place to live in Australia. | RespectableAccountableResponsiveOpen-mindedIntegrity |

Context

The Corporate Services team includes human resources, payroll, business operations and digital and technology services. It helps the Department of Local Government, Sport and Cultural Industries to reach its mission to enable dynamic and inclusive communities and support the WA economy through effective regulation and the facilitation of outstanding sporting and cultural experiences and opportunities.

## Position purpose

Responsible for coordination, support and provision of advice regarding procurement and contract negotiation for ICT services, including ICT infrastructure and networking, business applications and software, cyber security capabilities, end user computing equipment and professional services.

The position is also responsible for effective management and governance of established contracts during their lifecycle. This includes supporting contract transitions, managing supplier relationships and dispute resolution.

## Responsibilities

1. ICT Procurement and Contract Management
	* Developing and managing ICT contracts, including procurement planning, tender documentation, evaluation, and formulation.
	* Overseeing contract transitions and re-contracting of ICT services.
	* Overseeing contract administration in alignment with procurement policies and best practices.
	* Facilitating contract dispute resolution and coordinating contract transitions and re- contracting.
	* Monitoring and reporting on contract performance against KPIs and SLAs, ensuring compliance with contractual obligations, overseeing contract expenditure and invoicing
	* Managing contract risks and implementing treatment/action plans.
	* Providing specialist advice on ICT procurement strategies and liaising with stakeholders including DLGSC Procurement team and the Department of Finance.
	* Contributing to the development and maintenance of a comprehensive contract management framework and incorporating effective reporting and evaluation mechanisms.
	* Forecasts and forward plans procurement strategy in line with business priorities and external constraints.
2. Resource Management
	* Manages personnel and budget to ensure that allocated funds, human, and physical resources are efficiently utilized, deployed, and expended in line with corporate objectives.
	* Contributes to business planning and develops scopes of work, service levels, contract management tools, and indicators to meet desired business outcomes.
	* Provides leadership and management to staff in alignment with DLGSC values.
3. Stakeholder Relationship Management
* Stays informed of ICT strategy, plans and objectives within the directorate and uses this information to inform work planning and contract development.
* Establishes and maintains positive relationships with strategic ICT vendors, partners, suppliers and the Department of Finance, and assists in the negotiation and consultation with these stakeholders.
* Engages with ICT industry forums and other sources of information to remain abreast of technology trends and practices.
* Maintains strong working relationships and communication channels with key internal and external stakeholder groups.
1. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
2. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

## Work related requirements

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

Essential

1. Demonstrated experience in all aspects of ICT procurement and contract management, including preparation of requests for quotes and tenders, procurement facilitation, response evaluation, contract formation, performance management, and analysis.
2. Experience in ICT practices, concepts, technologies, frameworks or methods.
3. Demonstrated capability to achieve deadlines, self-manage workload and manage multiple projects simultaneously with attention to detail and quality.
4. Proven ability to develop and maintain strong relationships with key stakeholders, ensuring effective communication and understanding of business priorities.
5. Proven ability to efficiently manage personnel, budget and resources.

Desirable

1. Tertiary qualification in ICT-related discipline or certification in recognised industry framework (eg ITIL).
2. Knowledge and experience in public sector procurement.

Special conditions

Nil

## Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) prior to commencement.

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| Registration date | 22 August 2024  |