

JOB ROLE STATEMENT

ICT SERVICE DELIVERY MANAGER LEVEL 7

DIRECTORATE FINANCE AND COMMERCIAL SERVICES
BRANCH INFORMATION MANAGEMENT **POSITION NO** VARIOUS

KEY RESPONSIBILITIES

Manage Information and Communications Technology (ICT) service delivery across Main Roads business. Manage the development and implementation of strategic short and long-term plans, standards, policy (procedures and guidelines) for the delivery of ICT services throughout Main Roads. Manage major ICT Services contract.

KEY DELIVERIES

ICT Delivery Management

- Manage Information and Communications Technology (ICT) service delivery to all business areas of Main Roads.
- Manage the development of policies, standards, procedures and guidelines for the delivery of ICT services throughout Main Roads.
- Manage ICT investigations and provide expert advice for solving complex problems involving the integration of applications, data and technologies.
- Manage the review of the current and planned ICT service delivery options and prepare suitable solutions for implementation to support the achievement of Branch business objectives.
- Manage the development of a strong ICT (ITIL based) governance framework and vendor management processes to achieve high quality, predictable and pro-active service delivery across Main Roads.
- Provide expert advice on relevant inclusions for ICT contract development and management ensuring successful ICT service delivery.
- Manage ICT Contracts.

Leadership and Management

- Manage the continuous improvement of the ICT service delivery across Main Roads.
- Contribute to the formulation of Branch policy and strategy.
- Manage employee behaviour, performance and development.
- Manage financial, technological, physical and other resources within agreed allocations to meet agreed outcomes.

Stakeholder Relationships

- Build and enhance collaborative working relationships with senior management across Main Roads including Branch Managers, Executive Directors and ICT users.
- Consult and negotiate with external stakeholders, including relevant Government agencies and private sector companies in the delivery of ICT services, technical exchange and innovation and development of policies.
- Participate as a member of relevant internal and external committees and working parties in order to represent the Branch, Directorate and/or Main Roads.

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
CHIEF INFORMATION OFFICER	LEVEL 9	P0062808

ICT SERVICE DELIVERY MANAGER LEVEL 7

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 Co-ordinator (x3) LEVEL 6		Salaried, Wages	various
TOTAL			various

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

ESSENTIAL:

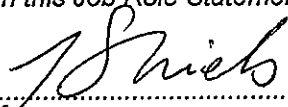
- Comprehensive skill, knowledge and experience in:
 - managing delivery of Information and Telecommunication (ICT) services in a large, complex multi-disciplinary organisation
 - Information Technology Infrastructure Library (ITIL) Framework
 - project and contract management
 - negotiation and facilitation
 - building and enhancing stakeholder relationships
 - managing employee behaviour, performance and development
 - managing financial, technological, physical and other resources within agreed allocations to meet agreed outcomes
- Knowledge of:
 - policies and practices on Work Health and Safety (WHS), and on EEO, diversity and equity

DESIRABLE:

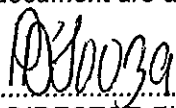
- A Degree in Information and Communications Technology (ICT) or other relevant discipline.
- Possession of an ITIL Foundation Certification (Version 3).

CERTIFICATION

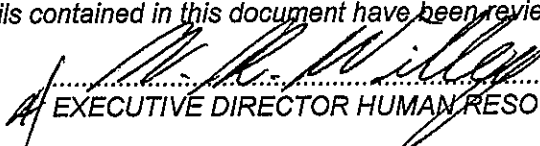
1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE  DATE 19/08/24
BRANCH/SECTION HEAD

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

SIGNATURE  DATE 20/08/2024
EXECUTIVE DIRECTOR FINANCE AND COMMERCIAL SERVICES

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

SIGNATURE  DATE 28/8/24
EXECUTIVE DIRECTOR HUMAN RESOURCES