MAIN ROADS Western Australia

JOB ROLE STATEMENT

ICT INFRASTRUCTURE DELIVERY CO-ORDINATOR
LEVEL 6

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

KEY RESPONSIBILITIES

Co-ordinate the development, delivery and management of Main Roads Information and Communications Technology (ICT) infrastructure services including Data Centres, WAN/LAN, Servers and Cloud based platforms. Develop and implement operational short and long-term plans, standards, procedures and guidelines for the deployment and use of ICT infrastructure services throughout Main Roads.

KEY DELIVERIES

ICT Service Delivery and Performance
- Co-ordinate the delivery and maintenance of ICT services, including infrastructure, networking, and cloud services.
- Review and report on the performance of ICT infrastructure services, ensuring compliance with Main Roads standards and government regulations.
- Design and implement capability plans to ensure the availability and support of ICT infrastructure services that align with business needs.
- Research, evaluate, and recommend new products and services to enhance ICT service delivery.
- Provide specialist advice and support with Information Technology Infrastructure Library (ITIL) processes and identify opportunities to improve the service management framework.
- Formulate and maintain standards, processes, and procedures for the use of ICT products and services.
- Provide specialist consultancy, training, and advice on ICT products and services to internal stakeholders.
- Review and verify payments associated with the delivery of ICT services contracts.

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.
- Lead and ensure compliance with all Cyber Security standards relevant to ICT Infrastructure Services.

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 INFRASTRUCTURE 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	LEVEL 5			various
ICT Service Delivery Officer	LEVEL 4			various
ICT Service Delivery Officer	LEVEL 3			various
			TOTAL	Various

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

ESSENTIAL:

- Substantial skill, knowledge and experience in:
  - delivery of ICT Infrastructure services in a large multi-disciplinary organisation, including Data Centres, Networking and Cloud based systems
  - 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:
  - Information Technology Infrastructure Library (ITIL) Framework.
  - policies and practices on Work Health and Safety (WHS), and on EEO and diversity and equity

- Possession of a current Western Australian 'C' or 'C-A' 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 .... DATE 29/04/2025
   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 29/04/2025
   EXECUTIVE DIRECTOR FINANCE AND COMMERCIAL SERVICES

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

   SIGNATURE .... DATE 30/4/25
   A/EXECUTIVE DIRECTOR HUMAN RESOURCES