

PART 1 – POSITION DETAILS

Position Title	Chief Technology & Operations Officer (CTOO)
Position Number	Generic
Division	Workforce & Technology Division
Business Area	Information and Digital Technology
Pay Rate	Pay rate will be negotiated with successful candidate considering relativities
Reports to	Chief Information Officer
Hours	70 hours per fortnight
Status	Temporary – up to 12 months
Date of last review and update	June 2020

NORTHERN BEACHES COUNCIL'S VALUES

A safe, inclusive and connected community that lives in balance with our extraordinary coastal and bushland environment.

We want to add value, to earn your trust and respect, by delivering the highest quality service through, leadership, integrity and collaboration. We all want to preserve our unique habitat, our culture, our sense of place. As our community grows and develops, together, we'll protect all that makes it so special for future generations.

Together we shape our future, inspiring excellence in the delivery of our community's vision by being:

- Leaders in the community
- Customer focused
- Leaders in the industry
- Innovative
- Employer of choice.

PART 2 – POSITION DESCRIPTION

An overview of the Information and Digital Technology Business Unit

The Information and Digital Technology (IDT) Unit within Northern Beaches Council is responsible for the delivery of information management services that:

- Support the operational activities of Council
- Enable delivery of services to the community by the various business units

- Allow direct access to information and services by the community.

The business unit is currently made up of over 60 people that deliver a broad range of services through seven teams:

- IT Projects and Improvement
- System Development and Support
- Spatial Information
- Information Management
- Infrastructure Support
- Service Delivery

The Role Purpose

The Chief Technology & Operations Officer provides strategic direction, leadership and management to ensure the council's network, infrastructure and end user business are operating to a high-level of service performance and that operations processes and standards are applied effectively across all environments.

The CTOO is responsible for the effective management of internal and external service providers with emphasis on customer satisfaction. As well as business operations, the CTOO will ensure the ongoing performance and continuous improvement of the Service Desk, Service Management functions and end-user technologies within Council, and provide advice to the Executive, Senior Managers and the Council.

PART 3 – KEY RESPONSIBILITIES

Strategic Planning

- As part of IDT's Leadership Group, contribute to planning and setting direction
- Ensure divisional directions are clearly communicated, implemented, monitored, reported and evaluated by all staff within the team
- Facilitate (strategic and business) planning across the Business including development and implementation of the Corporate Plan, business plans and individual work plans, consistent with Workforce and Technology Division and Council directions
- Review, develop, update and execute operational policies, procedures, goals and business plans for the team that ensure continued compliance with regulations
- Work in partnership with all stakeholders and ongoing development of the service
- Keep up to date with current developments in service delivery field.

Financial and Commercial Management

- Develop, manage and review the annual Business Unit budget, monitor the Business Unit's financial performance and make necessary adjustments to ensure compliance with the Division's and Business Unit's financial targets

- Provide leadership in alternative income and revenue generation, including grant and sponsorship management
- Manage procurements with suppliers in accordance with Northern Beaches Council's procurement policy
- Strategically and tactically negotiate with suppliers and structure agreements to benefit Northern Beaches Council

Leadership

- Discuss and agree upon goals and strategies for team members in the Service Delivery & Infrastructure teams in accordance with the organisation's goals, plans and objectives and relevant legislation
- Establish standards of performance required by team and individual, based on organisational needs
- Effectively monitor performance and delivery of work assigned to the Service Delivery & Infrastructure teams
- Provide reports on team performance in accordance with organisational requirements
- Identify and clearly present work requirements and performance expectations to team members
- Allocate duties, rosters and/or responsibilities in accordance with organisational requirements
- Monitor work outputs against agreed work requirements and performance expectations
- Provide team members with feedback, coaching, mentoring, positive support and advice
- Refer issues that cannot be rectified or addressed within the team to appropriate personnel in accordance with organisational policies and procedures
- Effectively communicate organisational change policies to team members

Service Management Responsibilities

- Responsible for the IT Service Management function
- Management of all managed Service Providers and internal teams ensuring reporting & compliance to service levels
- End to end management of major technology incidents and related communications
- Responsible for IT SM Tool and associated IT customer service portal
- Develop policies, processes, tools, communications, training, and knowledge systems
- Drive ongoing program of service improvement and customer satisfaction
- Responsible for service delivery and asset management of all devices
- Management of Office 365 environment & AD

Network & Infrastructure Responsibilities

- Responsible for monitoring, maintenance & ongoing performance of IT Infrastructure & Network Systems
- Proactively manage the daily performance of internal teams and Managed Service Providers for Network and Infrastructure Managed Services & Hardware/Software Maintenance
- Responsible for managing Telco providers for telephony, voice, fixed data/internet services

- Develop and maintain SOP for all Network and Infrastructure environments
- Ensure all storage and backup is managed efficiently
- Review designs and oversee all upgrades for new installations to the Network and Infrastructure
- Lead future cloud migration and data centre refresh activities.

WHS and Legislation

- Maintain a clean and safe work environment while complying with safety policies and procedures
- Ensure the provision of all relevant information to staff in relation to Workplace Health and Safety including rights and obligations and other considerations
- Ensure that all Council business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures
- Maintain compliance with Council's Code of Ethics and values, with particular emphasis on transparency, impartiality, accountability and record keeping
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, EEO principles, the Workplace Health and Safety Act, the Local Government Act and the requirements of ICAC on a daily basis
- Exercise Workplace, Health, Safety and Rehabilitation responsibility, accountability and authority as outlined in WH&S procedures 201:

Business Excellence

- Take personal responsibility for behaving in accordance with the organisations' values and directions
- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities. This will be done through the Business Excellence Framework as the basis for continual improvement and change
- Remain aware of relevant innovation and industry trends and issues and implement relevant changes to the workplace to ensure Council achieves better practice and strategic objectives.
- Integrate Business Excellence principles into the Division/ Group by understanding the Business Excellence Framework and applying the principles consistently in the Division/ Group to:
 - Achieve service delivery/ process improvement activities, including improved results;
 - Provide key performance indicators to measure achievement of service improvement;
 - Demonstrate on-going review of service/ process and further refinement of the service/ process if appropriate

**While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational Requirements and Level of Experience

- Relevant tertiary qualifications and/or demonstrated significant relevant experience at a senior management level with demonstrated record of achievement in leading an IT operations and infrastructure team in a large organisation
- Management of cross functional teams, outsourced providers and service operators in a large, complex, and diverse organisation with a customer focus (experience in local government is not essential)
- Broad IT management experience including infrastructure, service delivery management and the implementation of integrated corporate systems
- Evaluating appropriate IT service delivery models to meet operational business needs and implementation of the recommended model.
- Assessing and implementing innovative technological solutions
- Project management and contract management experience, including high level experience in commercial negotiations and understanding of probity
- Senior management level responsibility for business planning, financial management, performance and quality management
- Working with senior internal and external stakeholder to resolve high priority, and often sensitive and complex matters
- Building a positive organisational workplace culture.
- Current Class C (minimum) NSW Driver's Licence.

Capabilities and attributes (at an advanced level)

- Act with Integrity – act and lead to ensure ethical and professional behaviour, and adherence to values, including policies including equal employment opportunities, occupational health and safety
- Leadership capability - model and embed values and to create a high-performance team
- Strategic and operational planning – plan, prioritise and align people and resources and develop capability to meet Council's objectives and adapt to changing circumstances
- Stakeholder engagement – engage and understand complex and competing stakeholder interests and show sound judgment in challenging situations
- Create customer centric culture and deliver services aligned with Council strategy
- Communication - communicate and engage with authority to a diverse range of audiences and forums through written and oral communication
- Problem solving - analyse and consider the broader context to develop practical solutions, harnessing people, resources and technology to maximise efficiencies and effectiveness
- Decision-making - demonstrate accountability adhere to legislation and policy and be proactive to address risk

PART 5 – DESIRABLE CRITERIA

- ITIL Certified and other Infrastructure certifications & IT methodologies desirable