

SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Coordinator IT Services
Classification:	Band 7
Business Unit:	Business Systems
Reports to:	Manager Business Systems
Supervisors:	Junior Systems Administrator Service Desk Analyst

Position Summary:

This role will coach and support the IT Service Desk team, thereby ensuring quality and responsiveness objectives of the team and its customers are met. The Coordinator will provide leadership and mentoring for the team, promoting a culture of continuous improvement along with a customer-centric service delivery model.

The role of the Coordinator IT Service Delivery is accountable for management, co-ordination, and support of Councils existing network infrastructure, platform of applications and technologies and the coordination of IT Service Desk resources.

Key Responsibilities

- Undertake a program of monitoring, coaching and continuous improvement to ensure that an exceptional level of customer service is provided by the Service Desk.
- Engage with customers on a regular basis to receive feedback on outcomes, ensuring the team builds on success and learns from opportunities.
- Leading by example, provide prompt, accurate, courteous and consistent service to any requests for assistance or advice.
- Support and assist other members of the Business Systems Team to enhance their knowledge of the software applications in use by Council and, at times of peak demand, provide general support within the department
- Maintain, update and upgrade the core systems infrastructure (i.e. VMWare ESX, Windows Server, SQL, AD) to keep current on supported versions.
- Develop and manage modern storage, computer and backup infrastructure to ensure maximum availability, performance and DR capability in line with Council's business continuity objectives.

- Oversee the delivery of efficient network services including LAN/WAN/WLAN, firewall, proxy and the monitoring/reporting of such.
- Provide problem diagnosis and resolution, instruction and, where necessary, organise training for Service Desk staff.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Extent of Authority

This position acts under the direction of the Manager Business Systems and has operational supervisory responsibilities.

- The position holder is responsible for ensuring that Council's Information Technology systems are available and secure to a high degree of reliability.
- Freedom to act to ensure the security and reliability of the IT network.
- Maintain specialist high level quality and accuracy of advice to network users
- The Officer will be required to have an input into policy development and implementation.
- Accountable for staff co-ordination and performance management.

Judgement and Decision Making

- Exercise independent judgment in respect to meeting the key responsibilities and duties, problems may require creativity and innovation.
- Some guidance and advice will be available from the Manager Business Systems however specialist advice may need to be sought as required from senior colleagues, vendors, consultants, professional networks and industry support groups.
- Exercise appropriate judgement in the management and prioritisation of workload for supervised staff to meet Business Systems customer service standards.
- Make decisions on all matters regarding routine day to day problem solving of network, server and PC hardware and software related matters. Use knowledge to adapt to new situations.

Specialist Skills and Knowledge

- Customer Service best practices with an emphasis on problem resolution.
- Demonstrated experience in supporting corporate IT environments in a multi-site environment.
- Proficiency in server and desktop hardware and software technologies.
- Proficiency in wide and local area network systems.
- Strong experience with Microsoft 365.

Management Skills

- Demonstrated ability to supervise and coach an effective team, foster a positive team culture and motivate team members to achieve exceptional levels of performance.
- Ability to manage time, set priorities, achieve objectives and meet deadlines within budgetary constraints and whilst working on several tasks simultaneously.
- Ability to implement procedures, monitor progress, evaluate results and adjust plans when there are conflicting pressures.
- Ability to be flexible and apply innovative practices to satisfy the needs of changing circumstances.
- Ability to collect feedback from customers on service quality, collate feedback and use that information to drive service improvement.
- Ability to work effectively and co-operatively with a diverse range of people with varying skill base.
- Will comply with systems and policies to ensure a safe work environment by:
 - Taking reasonable care for his or her own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
 - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.
 - Contribute to OHS consultation processes.
 - Prompt reporting of hazards and incidents.

Inter-personal skills

- Highly developed customer service skills and commitment to the provision of excellent customer service.
- Ability to lead and develop an effective team and foster a positive team culture.
- Ability to negotiate with colleagues and other stakeholders to achieve specific goals and set objectives.
- Ability to be innovative, creatively resolve problems and contribute to effective change approaches.
- Excellent communication skills, both oral and written, including a proven ability to communicate effectively with people at all levels, build strong relationships with stakeholder groups and produce insightful written reports.
- The ability to engage others in a training environment and produce user instruction manuals.

- Owing to the nature of the work, an ability to maintain strict confidentiality is essential.

Compliance with Legislation and Policies

- Adhere to all current relevant codes of conduct and legislative requirements including:
 - Southern Grampians Shire Council Policies and Procedures;
 - Southern Grampians Shire Council Staff Code of Conduct;
 - Privacy and Data Protection Act 2014 (Vic);
 - Equal Opportunity Act 2010 (Vic);
 - Occupational Health and Safety Act 2004 (Vic);
 - Government/Industry Codes of Conduct;
 - The Southern Grampians Shire Council Enterprise Agreement; and
 - The Municipal Emergency Management Plan.
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community;
- Responsible for ensuring the security of Council's assets under the Officer's control;
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Qualifications and Experience

- A relevant qualification with experience or extensive experience in a similar role.
- Demonstrated ability to work in a virtual networked windows environment.
- Experience in an IT support role.
- Excellent desktop computer technical and troubleshooting skills.
- Experience supervising small teams in a customer service environment (ideally but not necessarily in an IT role).
- Excellent verbal communication and interpersonal skills, with an ability to work effectively with people at all levels.
- Microsoft or related industry certifications would be highly regarded.
- Experience working in IT project teams would be highly regarded.

Key Selection Criteria

The candidate/employee will possess the following competencies:

- Demonstrated ability to lead and coach an effective team, foster a positive team culture and motivate team members to achieve exceptional levels of performance
- Demonstrated responsiveness to provide high quality service to customers, both internal and external.
- A relevant qualification with experience or extensive experience in a similar role.
- Excellent communication skills, both oral and written, including a proven ability to communicate effectively with people at all levels, be an effective negotiator, build strong relationships with stakeholder groups and produce written reports.
- The qualities sought after to be successful in this role are:
 - Approachable
 - Affable
 - Customer Service Oriented
 - A thirst to learn and develop
 - Gains enjoyment out of enabling others

Agreement

I, _____ have read and understand the objectives and conditions of the above mentioned role.

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____