

POSITION DESCRIPTION – DIGITAL GLENELG TECHNICAL LEAD

Position Details

Department:	Glenelg Futures
Unit:	Digital Glenelg
Classification:	Band 7
Date Reviewed:	June 2024
Award:	This position is subject to the Glenelg Shire Council's Enterprise Agreement

Values & Behaviours

Glenelg Shire Council is a values-based organisation that aims to attract, develop, and retain people with ability, passion and potential within a culture of continuous learning and high performance.

Respect

Innovation

Integrity

Teamwork

Service
Excellence

Equal Employment Opportunity and Human Rights Principles

Glenelg Shire Council is an equal opportunity employer who embraces diversity through our organisation and community. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs, or other irrelevant factors. Glenelg Shire Council is committed to the Human Rights principles and responsibilities of freedom, respect, equality, and dignity.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation, and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation.

Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

Position Objectives

Council is undergoing transformational change in how we design and deliver services and the way we work. The Digital Glenelg (DG) Technical Lead has a key role in the successful delivery of the transformation program. Reporting to the Digital Glenelg Program Manager, the Technical Lead is responsible for driving informed decision-making and maximising the potential of data. The technical lead will be responsible for designing and implementing the integration, data migration, and reporting plans for the Enterprise Resource Planning (ERP) and Electronic Document Records Management Systems (EDRMS) projects.

POSITION DESCRIPTION – DIGITAL GLENELG TECHNICAL LEAD

Key Responsibilities & Performance Standards

The key responsibilities and performance standards may be modified from time to time to ensure that the desired outcomes are in accordance with the Annual Plans which seek to achieve Council's stated goals as identified in its Council Plan. Without limiting the above, the key responsibilities and the performance standards of the Officer will include:

- **Environment Management:** Develop an approach for managing environments across all in-scope systems, including integrated systems. Determine the number of environments needed, their purposes, and data requirements.
- **Data Migration:** Define the data migration approach, including the number of cycles and quality measurement criteria.
- **Testing Support:** Support the definition and execution of the testing plan.
- **Integration Management:** Map and define all integrations, ensure Project Control Board (PCG) has clear understanding of future state prior to sign off.
- **Go-live plan:** Develop a go-live plan to reduce organisational burden of running dual systems.
- **Stakeholder Management:** Create and maintain relationships with key stakeholders and senior management and collaborate with cross-functional teams.
- **Vendor Management:** Work with vendors to ensure adherence to service level agreements.
- **Change Management:** Implement change management strategies including communication plans, training programs, and user support mechanisms.
- **Quality Assurance:** Implement quality assurance processes to ensure delivered solutions meet business requirements and surpasses expectations.
- **Continuous Improvement:** Drive continuous improvement initiatives within project delivery to optimise functionality, streamline business processes, and enhance user experience.

The Manager may direct the Officer to carry out such duties as are within the limits of the employee's skill, competence, and training, provided such duties do not promote a narrowing of the employee's skill base.

The position will require the achievement of performance standards and indicators determined on an annual basis and subject to ongoing review.

Confidentiality

The Officer must not, whether during or after the Officer's employment with Council, make any improper disclosure or use of:

- Any information or trade secrets of the Council.
- The position of the Council or of any Councillor or Council Officer on any confidential matter; or
- Any other information whatsoever, the disclosure of which may be detrimental to the interests of the Council or of any other person who has provided it to the Council on a confidential basis, unless the Officer is required to disclose the information by law. The Officer must use the Officer's best endeavours to prevent the improper publication or disclosure or use of any such information by anyone else.

Organisational Relationships

Reports to: Digital Glenelg Program Manager

Supervises: Nil

POSITION DESCRIPTION – DIGITAL GLENELG TECHNICAL LEAD

Accountability & Extent of Authority

- Accountable to the Digital Glenelg Program Manager for meeting established performance and organisational objectives.
- Freedom to Act is in accordance with Council policies, procedures, budgets, and delegations.
- Update policies, procedures and guidelines for activities outlined in the position objectives.

Judgement & Decision Making

- Provide accurate advice to internal and external customers.
- Ability to effectively problem solve, analyse options, and make decisions independently.
- Ability to assess processes and develop improved and/or new methods and techniques where guidance and advice are not always available.

Management Skills

- Ability to manage time, set priorities and prepare and implement work plans to achieve desired results within the resources and time available, despite conflicting work pressures.
- Ability to implement personnel practices, including OHS practices and staff development.

Skills & Knowledge Required

- **Solution Architecture:** Define and implement best practices for platform architecture, development, testing, and deployment.
- **Stakeholder Management:** Take steps to add value for stakeholders. Work with change officer to monitor change plan and take corrective action where appropriate. Constructively deal with stakeholder issues.
- **Business & Commercial:** Understand associated costs of operation and seek efficient ways of operating. Where external vendors are involved, ensure good understanding of engagement terms, and hold parties involved accountable in delivering against agreement.
- **Strategic Planning:** Ensure that day to day planning and work processes are in line project strategy. Identify and develop objectives linking strategies to actions.

Interpersonal Skills

- See things from other's point of view & confirm understanding.
- Understand motivations, needs, and wants of stakeholders and their impact on service delivery.
- Tailor communications according to audience and/or audience preference.
- Ability to maintain professionalism, integrity, and confidentiality with appropriate impartiality.
- Ability to liaise, influence and gain cooperation and assistance from all levels of Council staff and external stakeholders to discuss resolve specialist matters.
- Ability to deal discreetly and tactfully with confidential and sensitive matters.
- Advanced skills in effective verbal and written communication, including the ability to write reports, prepare internal and external correspondence.
- Ability to motivate and develop groups and cross functional teams across the organisation.

POSITION DESCRIPTION – DIGITAL GLENELG TECHNICAL LEAD

Qualifications & Experience

- Relevant tertiary qualification/s and/or substantial experience in end-to-end IT landscape management.
- Exceptional stakeholder management, negotiation and influencing experience.
- Demonstrated experience in managing large work volumes within tight deadlines.
- An understanding and knowledge in digital trends and change management.
- Relevant Project Management and facilitation experience.

Employee Risk Management Responsibilities (including OH&S)

The following items are the duties of each employee:

- To take reasonable care for their own safety and the safety of others affected by their acts or omissions;
- To co-operate with their employer in relation to any action taken to comply with the OH&S Act;
- Not wilfully or recklessly interfere with or misuse anything provided in the interest of health and safety;
- Not wilfully place at risk the health and safety of any person at the workplace;
- Report all safety hazards and risk exposures, including losses to their supervisor;
- Maintain physical security of all property, equipment and buildings within your jurisdiction and control;
- All staff are required to actively reduce Council’s exposure to losses related to security, public liability and professional indemnity, fraud and corruption and reporting areas of concern.

Key Selection Criteria

- Relevant tertiary qualification/s and/or experience in end-to-end IT landscape management, preferably within local government
- Experience in change management methodologies and techniques, stakeholder engagement, training, and user adoption strategies.
- Demonstrated project management and facilitation experience.
- Extensive understanding and knowledge of implementations of ERP systems and EDRMS systems.
- Highly developed communication and interpersonal skills with the ability to liaise effectively with key stakeholders and work collaboratively with teams across the organisation.
- Ongoing satisfactory Police Check and valid Working with Children Check card (Employee).

Signatures

.....
Employee's Name

.....
Employee's Signature

.....
Date

.....
Manager's Signature

.....
Date