

<b>Job title:</b> Coordinator IT Service Operations	
<b>Classification:</b> Senior Executive Office	<b>Effective Date:</b> July 2024
<b>Reports to:</b> Organisational Technology Manager	<b>Tenure:</b> Permanent Full Time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



# WHITEHORSE CITY COUNCIL

## Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The Coordinator IT Service Operations will lead and mentor a high-performing Service Desk team, while also addressing complex issues. The role will provide strong leadership to develop an engaged and enthusiastic team that provides both phone and face-to-face support for clients experiencing technology issues. In collaboration with the IT Manager, this position will drive a high standard of customer service by working with stakeholders within budget and IT policies to ensure recognition of, and responsiveness to, the needs of staff and Councillors. This is a hands-on role requiring both people management, ITSM and technical skills.

## Key Responsibilities

### *Position Specific Responsibilities*

- Provide strong team leadership and manage, develop and mentor the IT Service Operations team
- Drive and champion IT Service Management (ITSM) and ITIL best practises and maintain a high level of first level call resolution, ensuring IT Service operations documentation is maintained
- Manage the delivery of an efficient IT Service Desk function (first and second level support), promote strong collaboration and organise and manage ticket workflow and assignment
- Manage IT enabled services and service levels aligned with enterprise needs and expectations, including monitoring the IT services, service levels, service catalogues and performance indicators
- Meet with customers for service reviews, consult across the business and build awareness of service ownership and responsibilities and be a client escalation point for all tickets
- Excellent stakeholder relationship management skills, including the ability to interact, influence and manage expectations and staff to understand and prioritise business needs
- Engage collaboratively with system owners to understand and prioritise IT Service Operations requests and communicate efficiently regarding Service Level agreements and any outages
- Advance the knowledge of service operations, support, and information across the organisation
- Contribute to the delivery of customer focussed solutions to align with current strategies

- Excellent oral and written communication skills, including the ability to write high quality reports, and present information to technical and non-technical stakeholders
- Actively encourage continuous improvement by identifying and implementing improvement opportunities
- Measure service desk performance (ITSM, ITIL), manage SLA reporting and implement strategies to ensure services are delivered in accordance with SLA's
- Build and maintain close working relationships with IT vendors, including alignment with contracts
- Ensure the efficient and resilient operation of IT services including maintenance contracts
- Contribute to technical and IT policy, procedure, standards and documentation development
- Actively contribute to the Disaster Recovery (DR) plan and the development and testing of DR scenarios
- Supervise and manage the provision of Standard Operating Environments (SOE - compute and mobile) environment to ensure technology is operating effectively and fit for purpose
- Assist to maintain existing systems and support the technology systems in line with customer expectations
- Manage the provision of modern, flexible end user computing tools aligned with business needs
- Maintain operational costs in line with the annual budget and capital program and maximise benefit from invested technology for incremental cost including considering future options
- Understand the operations and services of a dynamic team and be able to work in a team environment whilst making a positive contribution.

### *Corporate Responsibilities*

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

### Accountability and Extent of Authority

**Budget:** Develop and manage relevant projects within the Information Technology budget allocation.

- Can approve expenditure to \$20,000

**Staff responsibility:** The position is responsible for the supervision, coordination and management of the IT Service Operations Team, including the IT Service Desk.

### Judgement and Decision Making

- The incumbent is required to exercise independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.

### Specialist Knowledge and Skills

#### Technology

- This is a technically skilled and people focussed position, which involves the management of IT service operations, analysis, problem solving and decision making.
- The position requires an independent worker with some technology skills who is able to work unsupervised, mentor and show initiative in new and unexpected situations.
- Knowledge and experience with managing standard operating environments, including experience with the identification and resolution of computing and mobile SOE failures and problems.
- Knowledge of Microsoft Windows, Apple and Android Operating Systems.

- Excellent working knowledge of Microsoft Office, Adobe and other relevant software applications.
- Knowledge in the management and configuration of Microsoft based desktop operating systems and Mobility device operating systems.
- Knowledge of computing and mobile device management software and security systems.

#### Other technical skills

- Extensive knowledge of ICT trends, issues and opportunities particularly those related to applications, service desk, customer service, end user devices, mobility and online services.

## Qualifications and Experience

#### Qualifications/ Certificates /Licences:

- Relevant tertiary qualification in the area of Information Technology or similar.
- Demonstrated experience in successfully leading and managing IT service operations focussed or IT delivery teams and budgets in a complex organisation.
- Extensive knowledge of ICT trends, issues and opportunities particularly those related to technology, cloud, mobility and online services.
- Experience in managing vendors, service providers and IT services.
- Experience in managing and maintaining service catalogues, document repositories and ITSM software.
- ITIL training and qualifications would be an advantage.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

#### Other Attributes (Desirable)

- Demonstrated knowledge of and commitment to the principles of Equal Opportunity and Occupational Health and Safety.

## Interpersonal Skills

- Influential in building and maintaining effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels
- Provide high quality customer service to stakeholders in a friendly, positive and confident manner

- Ability to manage complex collaborative activities including multiple stakeholders from across the organisation, vendors, consultants and contractors.
- High level written and verbal communication skills with a strong customer service ethic
- Demonstrated ability to gain co-operation and negotiate successful outcomes with stakeholders
- Ability to deal with ambiguity, adapt working styles and deal with changing situations.
- Ability to work across multiple business areas, understanding their needs, to find solutions.

#### Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including, Information Technology Manager, Executive, Managers, Business Support teams, peers and the user base. The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- The position may require contact with residents and community group representatives on matters relating to the Whitehorse computer systems.
- The position will liaise with all IT support staff, suppliers and Whitehorse City Council employees.

### Management Skills

- Highly developed people management skills with the ability to lead, motivate and develop employees and to development and build a customer service culture
- Proven leadership in a complex, competitive environment
- Highly developed people management skills with the ability to encourage employee development and a customer service culture.
- Proven ability to prioritise and delegate work to team members to ensure of goals and objectives.

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

### Key Selection Criteria

1. Relevant tertiary qualification in Information Technology or similar.

2. Demonstrated ability to provide leadership, performance management and motivation to team members in delivering Information Technology operational and project activities.
3. Demonstrated ability to work across multiple disciplines within a business to understand their business needs and align these with outcomes of technology support.
4. Detailed knowledge of ICT trends, issues and opportunities particularly those related to information technology, service operations and technology transformations.
5. Excellent organisation and time management combined with exemplary written and oral communication skills.
6. Demonstrated ability to work both independently and as a member/leader of a team, often working to strict deadlines with competing priorities.



## Physical Requirements

### TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

#### Any other relevant comments:

The position includes an inherent physical requirement to complete repetitive office-based activities and also heavy lifting may be required. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.

A clear National Police check is essential, and a driver's licence is desirable.

The position may be required to attend out of hours meeting.

The position may be required to work from different locations within the municipality