IMPACT Community Services Position Description

JOB CODE:	02.005.02
JOB TITLE:	ICT Business Team Leader
PROGRAM/SECTION:	Corporate Services (Information Communications Technology)
REPORTS TO:	ICT Business Manager
AWARD:	Labour Market Assistance Industry Award 2010
CLASSIFICATION:	Training and Placement Co-ordinator
PROBATIONARY PERIOD:	6 months (monthly reviews undertaken during this period)

Approval Date:	11/12/2017	**Version:**	20171211
File path:	W:\Corporate Services\Human Resources\Human Resources Current\Workforce Planning\Position Descriptions 2017 New Template\02 Corporate Services\02.005 Information & Technology\02.005.02 ICT Business Team Leader.docx		

Impact Commitment Statement

Our staff will actively contribute to the organisation's vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

Who are we?	As a charitable organisation, we support people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. Through our programs and services, we assist individuals and families build resilience and reconnect with the community in a positive way to realise an improved quality of life.
What is our vision?	To lead the community in pioneering improved life opportunities
What is our mission?	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
What are our values? What do we expect from our staff and what do our clients expect from us?	**Trust** we are honest, accountable to our community and transparent in our actions **Empowerment** in every endeavour we strive to support people to achieve their goals, own their actions and make sustained change in their lives according to what they want **Relevance** we serve our community's needs through a contemporary individual choice based approach to community service **Compassion** we are caring and understanding in our support of people in our community **Inclusiveness** we believe that diversity in our community makes us stronger and provide equal opportunity to all

IMPACT Community Services
Position Description

OVERVIEW:

The ICT Business Team Leader co-ordinates a team of technical specialists responsible for the operational maintenance of the organisation's ICT environment through the provision of technical support and advice to users across multiple locations, platforms and technologies.

MAIN DUTIES/RESPONSIBILITIES:

- Motivate, guide and support team, provide direction and manage workloads to achieve the team's business outcomes
- Contribute to building capability within the ICT technical stream ensuring effective knowledge sharing and coaching
- Co-ordinate the day to day management and operational demands of a Service desk environment
- Utilising a Customer service mantra to enhance efficiency and quality of service to end users
- Resolve issues and provide solutions to problems by providing technological advice to improve day to day business performance
- Ensure required controls are adhered to without compromising responsiveness and availability
- Perform system monitoring and analysis, performance tuning, troubleshooting and escalating issues, including proactive problem resolution and complex problem analysis as necessary, to maintain system performance
- Manage the currency and validity of ICT reference materials to ensure team members are able to access and apply up-to-date solutions for known issues
- Define and monitor compliance with processes for the set-up and installation of hardware, software, applications, peripherals and other ICT-based systems including Mobility devices
- Implement and maintain processes which will optimise the security of the ICT systems, associated equipment and electronic information
- Integrate system solutions across disparate platforms and technologies
- Source and purchase ICT equipment in a timely manner to ensure efficient and effective operation of the technological resources of the organisation in accordance with the organisation's purchasing policy and procedures
- Proactively identify business risks and opportunities to continually improve business processes
- Develop and maintain knowledge and technical capability across diverse and dynamic hardware, technologies, platforms and applications
- Collaborate in discussions and decisions regarding implementation of innovation and best practice
- Provide technical advice and training to all staff of IMPACT with regard to the operation of ICT systems and equipment

IMPACT Community Services
Position Description

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Qualification in Information Communication Technology field
- Demonstrated experience in direct supervision of staff including motivating, guiding, supporting and addressing issues (as required)
- Experience in managing computer ICT networks/infrastructure of a medium to large size organisation
- Experience with Networking technologies
- Experience in future planning with regard to requirements for ICT facilities
- Experience in the sourcing and purchasing of ICT systems and equipment
- Well-developed communication skills including negotiation, verbal and written skills
- Experience in providing a Service Desk type service
- Demonstrated operational planning skills
- Demonstrated ability to develop effective working relationships
- Current knowledge of ICT industry practices
- Competent in the use of ICT at an advanced level
- Knowledge of life span and disposal of all ICT equipment
- Ability to liaise with the broader community with regard to purchasing of equipment
- Ability to maintain accurate records
- Ability to set priorities and to achieve goals in a performance driven environment
- Proven ability to analyse complex problems, identify critical issues and develop options for delivering solutions
- Proven ability to work as a team player sharing knowledge, contributing proactively to achieving team goals and providing mentoring and guidance to less experienced staff
- Ability to work under pressure and deliver to tight time frames

Desirable

- Experience in training and developing staff within the ICT field
- Ability to identify business process opportunities

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.

- Queensland Driver's Licence / C Class
- Possession of, or willingness to obtain, Prescribed Notice (Yellow Card), Working with Children (Blue Card), National Police Check (AFP).