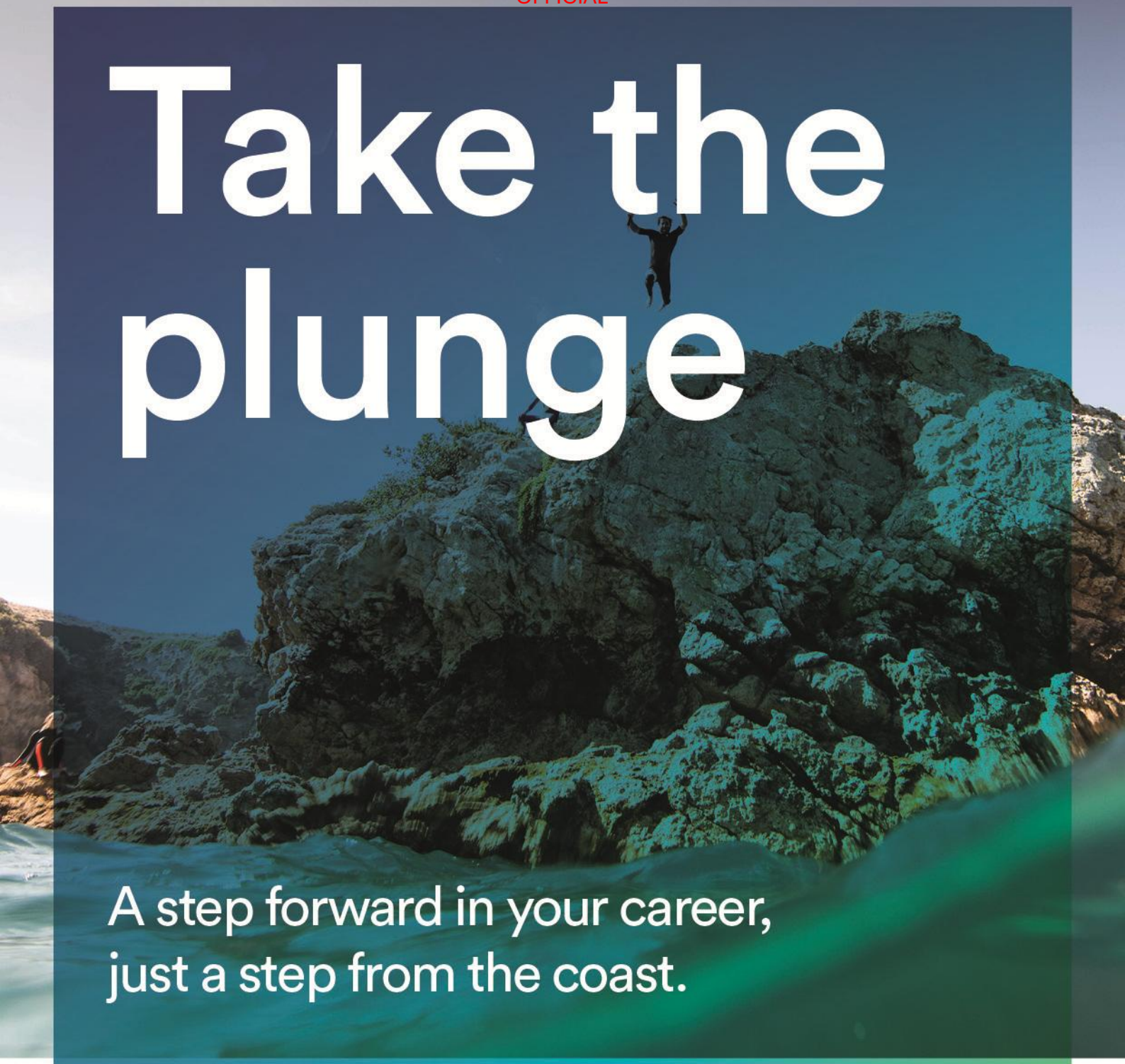


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ICT Service Delivery Lead

(Ongoing Full time)

Position Description

WESTERNPORT WATER

Position Description

Title	ICT Service Delivery Lead
Band	6
Location	Newhaven Head Office, Phillip Island
Department	ICT
Division	Corporate & Customer
Reports To	Manager ICT
Direct Reports	ICT Support Officer & ICT Support Officer (Business Systems)
Child Safety Category	Category 3- No contact- This position is not required to engage with children within the normal responsibilities of the role.

The ICT Service Deliver Lead will lead the management of the corporation's information and communication technology capability, ensuring technology services, infrastructure, business systems and digital platforms effectively support organisational priorities, operational requirements and service delivery outcomes. Ensuring ICT services remain secure, reliable, resilient and aligned with business needs, regulatory obligations and contemporary technology practices.

Key Responsibility Areas

- Lead the day-to-day ICT operations, coordinates ICT service delivery, manages technology projects and ensures the effective governance, performance and continuous improvement of contracted technology services through strong vendor management and service oversight.
- Provide operational leadership of the ICT function, supporting a customer-focused, collaborative and continuous improvement culture while ensuring effective delivery of ICT services.
- Build and maintain partnerships with business system owners, stakeholders and managed service providers to drive the effective use, optimisation and ongoing improvement of the organisation's technology platforms including the use of AI at WPW.
- Provide technology leadership across the lifecycle of business systems, identifying opportunities to enhance capability, improve processes and maximise the value of existing technology investments, while ensuring ICT services remain secure, reliable, resilient and aligned with business needs, regulatory obligations and contemporary technology practices.
- Provide leadership oversight and governance of enterprise technology platforms, including business systems, infrastructure, cloud services, end-user technologies and associated ICT services.
- Lead and coordinate the delivery of high level and BAU ICT projects, including system improvements, technology upgrades, integrations and digital initiatives, ensuring outcomes align with organisational priorities.

- Manage ICT service providers to ensure the secure, reliable and resilient delivery of contracted infrastructure, network and operational services, driving performance, issue resolution and continuous improvement.
- Contribute to the development and implementation of ICT strategies, roadmaps, policies, standards and operational frameworks to improve technology maturity and service delivery.
- Provide leadership, direction, advice and recommendations to the corporation and stakeholders on technology opportunities, risks, priorities and investment decisions.
- Support cybersecurity, information protection and risk management activities, ensuring ICT services align with relevant security frameworks, regulatory obligations and organisational requirements.
- Provide leadership and direction to the ICT team, set priorities, supporting capability development, managing performance ensuring ICT service activities align with business requirements.
- Maintain appropriate ICT governance, documentation, asset lifecycle management and reporting practices to support operational effectiveness and compliance.
- Provide leadership and direction to the corporation, identify opportunities for capability development, lead training programs for employees, ensuring services and activities align with the Corporation's ICT strategies, governance framework and business requirements enhancing organisational technology solutions and efficiency.
- Promote and support a positive safety culture and comply with organisational policies, procedures, values and legislative obligations.
- Provide support and guidance when dealing with non-routine matters.
- Contribute to planning, budgeting, risk management and continuous improvement activities relating to enterprise data, information management and technology-enabled business outcomes

Qualifications and Experience

- Relevant tertiary qualification in information technology, computer science, business systems or a related discipline, or equivalent demonstrated professional experience.
- Significant experience in ICT service delivery, technology leadership, business systems, infrastructure, digital platforms and continuous improvement within a complex organisation.
- Demonstrated experience partnering with business stakeholders and system owners to improve technology capability, optimise existing systems and deliver business outcomes.
- Proven experience managing high level and BAU ICT projects, technology vendors and managed service providers, including service performance, governance and continuous improvement activities.
- Demonstrated knowledge of ICT governance, cybersecurity, risk management and contemporary technology practices, with the ability to provide sound advice and influence outcomes across the organisation.
- Current driver's licence suitable for Victoria.

Management and Interpersonal Skills

- Positions in this band typically involve the supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience.
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Positions require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives. Employees at this level must be able to lead, motivate and develop other employees.

Accountability and Extent of Authority

- Positions in this band may manage resources and/or regulatory or specialist units and/or develop and interpret policy.
- In positions where the prime responsibility is for resource management the freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken in this band may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- In positions where the prime responsibility is to manage regulatory or specialist units, the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.
- In positions where the prime responsibility is to develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by WPW or the corporate management. The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

Judgement and Decision Making

- These positions generally involve both problem solving and policy development. Methods, procedures and processes are less well defined and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made. Employees at this level will identify and develop policy options in their own functional area for consideration and choice by their manager or by WPW.

Specialist Knowledge and Skills

- These positions require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

Primary Physical Requirements

- **Sitting:** the employee is required to sit for extended periods of time.
- **Standing:** the employee is required to remain on his or her feet in an upright position for extended periods of time.
- **Climbing:** the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required.
- **Walking:** the employee is required to walk varying distances during the course of his or her work.
- **Lifting / Carrying:** the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work.
- **Pulling / Pushing:** the employee is required to exert force to push or pull objects during the course of his or her work.
- **Gripping / Grasping:** the employee is required to regularly pick up and grip objects.
- **Reaching:** the employee is required to reach for objects.
- **Squat / Bend / Kneel / Stoop and Crouching:** the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time.
- **Speaking / Hearing / Seeing:** the employee is required to hear, see and communicate work related instructions.
- **Driving:** the employee is required to drive cars 4WDs and forklifts.

Key Selection Criteria

- Relevant tertiary qualification in information technology, computer science, business systems or a related discipline, or equivalent demonstrated equivalent professional experience.
- Demonstrated capacity to assess and optimise existing technology platforms, identify opportunities for improvement, and deliver solutions that enhance business capability, efficiency, service quality and user experience.
- Demonstrated ICT leadership and service delivery capability, with experience leading teams, setting priorities, managing competing demands and maintaining accountability for the performance, availability, security and quality of technology services.
- Demonstrated experience leading BAU and high-profile ICT projects, technology transformation and continuous improvement initiatives, with strong capability in project governance, risk management, stakeholder engagement and delivery assurance.

- Demonstrated expertise across contemporary ICT environments, including business systems, infrastructure, cybersecurity, cloud technologies, ICT governance and service management, with the ability to assess emerging technologies and translate ICT capabilities into practical business outcomes.
- Highly developed communication, analytical and problem-solving skills, with a proven ability to provide trusted strategic advice, influence and engage stakeholders at all levels, resolve complex ICT issues, and lead continuous ICT improvement initiatives that enhance organisational capability, service quality and operational effectiveness.



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