

SELECTION CRITERIA

IT Operations Lead Corporate Services Information Management & Technology

SELECTION CRITERIA	WEIGHTING % (must add up to 100%)
Experience in IT service management process and procedures	10%
SME in the operation and management of Microsoft operating systems and systems management technologies, including Microsoft Azure and M365 environments SME in IT security, network, storage, operating systems, and related IT services infrastructure Experience in cyber security controls, policies, and standards	30%
Highly skilled in delivery and support of Audio Visual (AV) services utilised by the Commission in Hearing Room services Expertise in desktop software functionality, integration, and deployment	20%
Ability to handle competing priorities and multiple tasks effectively.	20%
Developed written and interpersonal skills, ability to communicate effectively and build relationships with internal stakeholders at all levels	10%
Attention to detail as well as the ability to maintain confidentiality and use of discretion when required. Demonstrated ability to coach, mentor, and lead teams of technical specialists	10%