INDEPENDENT COMMISSION AGAINST CORRUPTION	
POSITION DESCRIPTION	
Position title	**IT Operations Lead**
ICAC Grade	**ICAC Officer Level 7**
Division	**Corporate Services**
Section	**Information Management & Technology**
Reporting relationship	**Manager, Technology Solutions and Service Delivery**
Position Description updated	**July 2022**

1. PURPOSE OF POSITION

The position is responsible for the day-to-day operations of Information Technology (IT) services across the Commission, including but not limited to co-ordination of IT staff resources and to ensure all IT services are available, supportable, appropriately licensed, and maintainable.

The position contributes to improvement and strategic planning to ensure the Commission technology capability is kept up to date with industry standards and developments.

2. NATURE AND SCOPE OF POSITION

- Collaborate with the Manager, Technology Solutions and Service Delivery to ensure that the Commission's IT needs /objectives / strategies are achieved.
- Provide professional expert IT advice to relevant stakeholders.
- Manage a multifunctional team to ensure the availability of the Commissions technology infrastructure, as defined in the IM&T Services Catalogue, through systems operation, security, maintenance, administration, support, design and implementation.
- Act as key escalation point for customer support via the IT Service Management system to ensure tickets are addressed in a timely and professional manner
- Contribute to decisions on team resourcing to ensure the IT department can provide adequate resourcing in the delivery of operations and IT projects.
- Maintain an awareness of developments in the industry and working with the Manager, Technology Solutions and Service Delivery in relation to necessary improvements at the Commission
- Engage and working with external specialists and vendors as necessary.
- Demonstrate leadership regarding ethical practice, work health and safety (WHS), inclusion and diversity and employee well-being.

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3. PERFORMANCE ACCOUNTABILITIES

Quality

- Deliver IT resources, ensuring staff and systems are available in the delivery of IT services
- Manage customer services and ensure escalated issues are resolved to the customers satisfaction
- Respond to and resolve assigned incidents and requests within service level objectives
- Undertake IT Services change management with zero unplanned impact to IT services
- Identify and resolve incidents through operational processes and systems monitoring within defined service levels
- Deliver IT services to ensure adequate performance and capacity of IT systems via regular monthly reviews and reporting
- Help maintain and enforce IT / Cyber Security Policies, Standards and Processes
- Adhere to and administer security standards as defined in the Commissions' Information Security Policy
- Adhere to the records management policy

Operational effectiveness

- Provide leadership to ICT infrastructure and Client Services teams
- Drive professional and efficient services in the administration and development of the IM&T Operations run book and the tasks defined therein
- Manage security and operational controls in line with Commission policy and frameworks
- Identify and implement improvements to the operation, administration, design, and security of IT systems infrastructure
- Develop, administer, and enhance the IM&T Systems Maintenance Plan
- Operate, maintain, and enhance the Commissions Disaster Recovery Plan
- Adhere to and maintain of the IM&T policies and procedures

People and communication

- Internal - Provide Commission staff with expert advice and assistance in the operation and delivery of IT services and in response to incidents and requests
- Internal – Manage escalated incidents, problems, and requests to ensure timely resolution
- Internal – Provide technical expertise to IT projects
- Internal – Communicate effectively at all levels in both written and verbal correspondence
- External – Build and maintain working relationships with various contracted and non-contracted service providers for the support and maintenance of IT services

Growth

- Provide Subject Matter Expertise in IT Service Management
- Provide Subject Matter Expertise in Service Management Tools
- Manage position within designated field of expertise
- Manage IM&T department in the absence of more senior staff

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4. REQUIRED QUALIFICATIONS OR RELEVANT EQUIVALENT WORK EXPERIENCE AND SKILLS SET REQUIRED

- Experience in IT service management process and procedures
- 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
- 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
- Developed written and interpersonal skills, ability to communicate effectively and build relationships with internal stakeholders at all levels
- Ability to balance and delivery competing priorities and multiple tasks effectively.
- 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

5. SOURCE DOCUMENTS
- Policy 78 - Information Security Policy
- Policy 108 – IM&T Acceptable Use Policy
- Policy 66 - Records Management Policy

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