

## POSITION DESCRIPTION

POSITION TITLE:	<b>INFRASTRUCTURE AND CLOUD LEAD</b>
DIVISION:	<b>CUSTOMER AND STRATEGY</b>
DEPARTMENT:	<b>INFORMATION TECHNOLOGY</b>
SECTION:	<b>INFRASTRUCTURE &amp; OPERATIONS</b>
CLASSIFICATION:	<b>BAND 8</b>

### POSITION OBJECTIVES:

Hume City Council is commencing an exciting period of Technology Change enabled through strong architectural principles, strategy and System Integration aligned to best practice derived from our Core ERP system – Technology One. This technology enabled transformation will provide a unique opportunity to re-establish application shard services for council and ensure continual development post product transitions.

The Infrastructure and Cloud Lead will be responsible for the development and implementation of good practice governance and Infrastructure lifecycle support and management for the council. This function will be accountable for the operational lifecycle of council's applications as well as the continual development and continual improvement of council's application ecosystem of currently more than 100+ Council Enterprise Services.

Reporting into the IT Operations and Infrastructure Group within the ICT division, this is a unique opportunity to define the service catalogue for Infrastructure services and lead the product and application technology stack of a developing and leading Council.

Critical to the success of this role will be the establishment of an application service catalogue and corresponding service level and operating level agreements. Educating the business on the value and opportunity of shared applications services will present a challenge as it works through establishing trust and good governance throughout the organisation.

The Key objectives of the position are:

1. Ensure System Reliability and Performance: Maintain and optimize the performance of infrastructure and cloud services to ensure high availability and reliability.
2. Security and Compliance: Implement robust security measures and ensure compliance with relevant regulations and standards.
3. Cost Management: Optimize costs associated with infrastructure and cloud services, ensuring efficient use of resources.
4. Scalability and Flexibility: Design and manage scalable and flexible infrastructure to support business growth and changing needs.
5. Innovation and Improvement: Continuously seek and implement improvements and innovations in infrastructure and cloud technologies.
6. Disaster Recovery and Business Continuity: Develop and maintain disaster recovery plans to ensure business continuity in case of disruptions.

7. Team Leadership and Development: Lead and develop the infrastructure and cloud team, fostering a culture of collaboration and continuous learning.
8. Stakeholder Communication: Effectively communicate with stakeholders to align infrastructure and cloud strategies with business objectives.

## KEY RESPONSIBILITIES AND DUTIES:

### 1. Strategy and Planning

- Continuity management L4 -Developing, implementing, and testing a business continuity framework.
  - Contribute to the development of continuity management plans.
  - Identify information and communication systems that support critical business processes.
  - Coordinate the business impact analysis and the assessment of risks.
  - Coordinate the planning, designing, and testing of contingency plans.

### 2. Systems Development

- Network design L5 – Design communication networks to support strategic and operational requirements and produce network strategies, architectures, policies, and related documentation.
  - Produce, or approve network providers', network architectures, topologies, and configuration databases for own area of responsibility.
  - Specify design parameters for network connectivity, capacity, speed, interfacing, security, and access, in line with business requirements.
  - Assesses network-related risks and specifies recovery routines and contingency procedures.
  - Create multiple design views to address the different stakeholders' concerns and to handle both functional and non-functional requirements.

### 3. Technology Management

- IT infrastructure L5 - Deploy, configure, and operate IT Infrastructure.
  - Provides technical leadership to optimize the performance of IT infrastructure.
  - Investigate and manages the adoption of tools, techniques, and processes (including automation) for the management of systems and services.
  - Oversee the planning, installation, maintenance, and acceptance of new and updated infrastructure components and infrastructure-based services.
  - Align to service expectations, security requirements, and other quality standards.
  - Ensure that operational procedures and documentation are fit for purpose and kept up to date.

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- Ensure that operational issues are identified, recorded, monitored, and resolved. Provides appropriate status and other reports to specialists, users, and managers.
- System software L5 - Install, manage, control, deploy, and maintain infrastructure systems software, to meet operational needs and service levels.
  - Ensures that system software is provisioned and configured to facilitate the achievement of service objectives.
  - Evaluates new system software and recommends adoption if appropriate. Plans the provisioning and testing of new versions of system software.
  - Investigates and coordinates the resolution of potential and actual service problems.
  - Ensures that operational procedures and diagnostics for system software are current, accessible, and well understood.
- Network support L5 - Providing maintenance and support services for communications networks.
  - Drafts and maintains procedures and documentation for network support and operation.
  - Makes a significant contribution to the investigation, diagnosis, and resolution of network problems.
  - Ensures that all requests for support are dealt with according to set standards and procedures.
- Configuration management L5 - Planning, identifying, controlling, accounting for, and auditing of configuration items (CIs) and their interrelationships.
  - Plans the capture and management of CIs and related information.
  - Agrees scope of configuration management processes and the configuration items (CIs) and related information to be controlled.
  - Identifies, evaluates, and manages the adoption of appropriate tools, techniques, and processes (including automation) for configuration management.
  - Contributes to the development of configuration management strategies, policies, standards, and guidelines.

#### 4. Service Management

- Service level management L5 - Agreeing targets for service levels and assessing, monitoring, and managing the delivery of services against the targets.
  - Ensures that service delivery meets agreed service levels.
  - Negotiates service level requirements and agreed service levels with customers.
  - Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.
  - Establishes and maintains operational methods, procedures, and facilities and reviews them regularly for effectiveness and efficiency.

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- Service catalogue management L4 - Providing a source of consistent information about available services and products to customers and users.
  - Contributes to the design and implementation of a service catalogue. Enables automation of service requests and order fulfillment.
  - Provides advice and guidance on the information to be included in the service catalogue.
  - Contributes to reviews and improvement of the catalogue and of service catalogue management processes.
- Availability management L5 - Ensuring that services deliver agreed levels of availability to meet the current and future needs of the business.
  - Provides advice and guidance on the planning, design, and improvement of service and component availability.
  - Investigates all breaches of availability targets and service non-availability and initiates remedial activities.
  - Develops plans for disaster recovery together with supporting processes. Manages the testing of disaster recovery plans.
- Capacity management L5 -Ensuring that service components have the capacity and performance to meet current and planned business needs.
  - Manages capacity modelling and forecasting activities.
  - Proactively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes.
  - Provides advice to support the design of service components, including designing in flexible and scalable capacity.
  - Works with business representatives to agree and implement short- and medium-term modifications to capacity.
  - Drafts and maintains standards and procedures for service component capacity management.
  - Ensures the correct implementation of standards and procedures.
- Incident management L4 - Coordinating responses to incident reports, minimizing negative impacts, and restoring service as quickly as possible.
  - Ensures that incidents are handled according to agreed procedures. Prioritizes and diagnoses incidents.
  - Investigates causes of incidents and seeks resolution. Escalates unresolved incidents.
  - Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents.
  - Contributes to testing and improving incident management procedures.
- Problem management L5 -Managing the life cycle of all problems that have occurred or could occur in delivering a service.

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- Ensures that appropriate action is taken to anticipate, investigate, and resolve problems in systems and services.
- Ensures that such problems are fully documented within the relevant reporting systems.
- Enables development of problem solutions.
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends and improves problem management processes.
- Change control L5 - Assessing risks associated with proposed changes and ensuring changes to products, services, or systems are controlled and coordinated.
  - Leads the assessment, analysis, development, documentation, and implementation of changes.
  - Develops implementation plans for complex requests for change.
  - Reviews proposed implementations and evaluate the risks to the integrity of the product and service environment.
  - Ensures appropriate change approval is applied to changes.
  - Reviews the effectiveness of change implementation. Identifies, evaluates, and manages the adoption of appropriate tools, techniques, and processes for change control.

## 5. People Management

- Performance management L4 - : Improving organizational performance by developing the performance of individuals and workgroups to meet agreed objectives with measurable results.
  - Provides operational direction, support, and guidance to assigned colleagues.
  - Allocates routine tasks or project work, in line with team objectives and individual capabilities.
  - Monitors quality and performance against agreed criteria to make learning recommendations or to escalate concerns.
  - Coache colleagues in developing target skills and capabilities in line with team and personal goals.
  - Facilitate effective working relationships between team members.

## 6. Stakeholder Management

- Supplier management L4 -Aligning the organization's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies, and service quality.
  - Collects supplier performance data and investigates problems.

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- Monitors and reports on supplier performance, customer satisfaction, adherence to security requirements, and market intelligence.
- Validates that suppliers' performance is in accordance with contract terms.
- Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.
- Implements supplier management-related service improvement initiatives and programs.

#### ORGANISATIONAL RELATIONSHIPS:

Reports to:	Head of IT Operations & Infrastructure
Supervises:	Infrastructure Support Engineers

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Internal Contacts:	Leadership Team, ICT Team, Program Management Office, Service Desk, Application and Database team.
External Contacts:	Vendors, Suppliers, Partners

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### OUR VALUES

At Hume City Council, our Values underpin everything that we do.



**We're better, every day**

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



**We're in it together**

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



**We show up**

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



**All for Hume**

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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## WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high L of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

## RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

## STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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## SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

## ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

## ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

### POLICE CHECK:

The incumbent must have and maintain a current Police Check

### WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with ☒ YES ☐ NO Children Check

### PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check ☐ YES ☒ NO (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.)
- The incumbent must undergo a Pre-Employment Audio Test ☐ YES ☒ NO

### PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments ☐ YES ☒ NO (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position

### OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

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## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Works under broad direction. Freedom to act may have a substantial effect on the unit or perception of the organisation.
- Work is often self-initiated.
- Assumes complete accountability for the successful achievement of assigned technical and/or group objectives, ensuring that all targets are met in accordance with established timelines, quality standards, and organizational goals
- Conducts thorough analysis, designs strategic plans, oversees execution, and evaluates outcomes, ensuring that all work is completed in alignment with established time, cost, and quality objectives
- Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.

## JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Implements and executes policies aligned to strategic plans.
- Performs an extensive range and variety of complex technical and/or professional work activities.
- Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
- Understands the relationships between own specialism and customer/organisational requirements.
- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.

## SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients.
- Develops a wider breadth of knowledge across the industry or business.
- Understands the organisation's overall strategic objectives, the legal, economic, and political factors that influence the Infrastructure and Cloud landscape
- Applies knowledge to help to define the standards which others will apply.
- Possesses strong skills in cloud computing and IT service management, with expertise in designing and managing scalable cloud architectures. Demonstrates a solid understanding of industry-leading platforms and IT service management frameworks, applying best practices to deliver effective technology solutions in enterprise environments.
- Understands and evaluates the organisational impact of new technologies and digital services.

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## MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrates leadership in operational management.
- Analyses requirements and advises on scope and options for continual operational improvement.
- Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
- Understands and applies advanced skills in the implementation of security, privacy, and ethical practices, cultivating a culture of compliance, data protection, and integrity throughout the organisation.
- Possesses a thorough understanding of personnel policies and practices, with the ability to effectively implement them
- Motivates the teams toward achieving security objectives while considering both internal organisational factors and opportunities

## INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.
- Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility.
- Shares own knowledge and experience and encourages learning and growth.
- Ability to persuade, convince or negotiate with clients, members of the public and employees when required.
- Ability to Lead, motivate and develop other employees.

## QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Degree in Computer Systems, Computer Science, Product development, Data Science or related field
- Industry certifications in Microsoft and cloud technologies and enterprise systems in use at council.
- Certification in ITIL4, AWS Certified Solutions Architect – Professional, and Google Cloud Certified - Professional Cloud Architect.
- Proven experience as a product manager or senior applications administrator or similar role.
- Strong understanding of software development principles with demonstrated success.
- Proficiency in designing and implementing scalable, reliable, and secure software solutions.
- Excellent analytical and problem-solving skills with a keen attention to detail.
- Exceptional communication and interpersonal skills with the ability to collaborate effectively with cross-functional teams and stakeholders
- Hands on experience with cloud platforms and SaaS products. Technology One Experience highly regarded.

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## TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (Sitting for long periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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## AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

## SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Experience in a lead applications or product manager or similar role, preferably within government or enterprise environments.
2. Strong understanding of software architecture principles, design patterns, and enterprise integration concepts.
3. Proficiency in governing, operating and delivering scalable, reliable, and secure software solutions.
4. Excellent analytical and problem-solving skills with a keen attention to detail.
5. Exceptional communication and interpersonal skills with the ability to collaborate effectively with cross-functional teams and stakeholders
6. Hands on experience with cloud platforms and SaaS products. Technology One experience highly regarded.
7. Demonstrated experience in the implementation of shared applications services and the establishment of a well governed applications management principles.

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