



Position description

Title:	Information Technology Manager
Branch/Department:	Business Services - Information Technology
Status:	Full Time
Location:	Emerald Based
Reports to:	Group Manager Business Services
Direct Reports:	Software Support Specialist; IT Helpdesk Support and a small team of highly skilled volunteers
Hours/Days of Work:	9.00am to 5.00pm Monday to Friday with some weekend and after hours work by arrangement
Requirements:	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and participation in periodic checks Completed a National Transport Commission Category 3 Health Assessment Medical

Job Purpose

This position provides key oversight and influence in the strategy, development and implementation of information technology and systems, and progressive digital transformation for the whole organisation.

The Information Technology Manager is responsible for the timely management and efficient delivery of all IT functions including maintaining and enhancing computer systems, networks, associated IT infrastructure and corporate telephony through appropriate systems, technical support and development. The position ensures continuity of Puffing Billy Railw core technology infrastructure and applications capability.

Key Duties & Responsibilities

Strategy and Leadership

- Develop and execute, in conjunction with senior management, the IT business systems strategy, roadmap and digital transformation.
- Manage the information technology team (employees, volunteers and contractors) to ensure business requirements and service levels are met for the organisation.
- Establish partnerships / agreements with key technology providers and manage key vendor relationships
- Manage the information technology systems in a cost-effective manner to budget, to the scope of work and business expectations.
- Ensure suitable systems and functionality to support and improve the efficiency of activities including services (CRM/CMS), customer communication and organisation activities and services.
- In conjunction with internal/external stakeholders ensure projects, patches and other changes are delivered in a timely and effective manner to be as seamless as possible to business users.
- Write, and when required present to the board, business cases to support investment decisions.
- Ensure that the organisations compliance obligations are actively maintained, managed and kept up to date

IT Function Requirements

- Oversee program maintenance and plan for hardware lifecycle requirements
- Ensure disaster recovery plans are in place and are initiated as required
- Create and revise technical, procedural and policy documentation in support of the function for the IT function and wider organisation
- Ensuring security and licencing is managed and maintained for all software and hardware



- Initiate training and support programs to aid in the implementation of new technologies and enhance ICT skill development of the wider organisational team
- Coordinate the design and roll out of new services and technologies, including testing and onboarding in accordance with industry-standard Change Management procedures
- Conduct regular reviews of the work being undertaken within the IT function and participate in the formulation and recommendation of any appropriate changes
- Work closely with the business to ensure information and data is reliable, secure, available and easy to use.
- Provide the necessary tools and dashboard capability to support the organisation's business intelligence translating data and information into knowledge and insights.
- Manage procurement and contracts effectively for cost, timeliness and quality of service, and in accordance with relevant GRV policies, procedures and guidelines

General

- Stay up to date with current and emerging ICT developments, identifying, recommending and implementing improvements and efficiencies for continuous improvement
- Ensure all practices maintain a high level of security and privacy in accordance with organisation policies, state and federal law particularly compliance with the Victorian Protective Data Security Framework, the Privacy and Data Protection Act 2014 (Vic) (PDP Act) and Information Privacy Principles under the PDP Act
- Attend meetings, preparing appropriate documentation, papers and reports as required
- Undertake research and other projects as directed
- May have direct contact with children and will be required to follow all appropriate policies
- Maintain a Child Safe environment including reporting responsibilities and procedures
- Maintain behaviours in line with company values and demonstrate leadership in behaviours to your team at all times
- Will actively participate in continuous improvement – learning and development programs and performance management programs
- Adhere to all company values, principles, policies and procedures
- Other tasks and duties as requested

Key challenges and problem solving

- Implementation of appropriate all of organisation data management protocols
- Develop an IT operating framework and organisational capability that meets the needs of the business, is scalable, cost effective and contemporary
- Migration to a cloud based/virtualisation environment
- Increasing IT proficiency and skills across the workforce where computer skills/access has been limited

Key Competencies

- Demonstrate strong oral and written communication skills and proven capacity to utilize technology
- Demonstrated leadership and people management skills within a multidisciplinary team
- Change agent who can communicate, negotiate change and implement improvement strategies
- Very high efficiency of information technology systems and processes, with the ability to continually learn and adapt to changes and updates in the field
- Financial literacy & ability to contribute to and work within budget & business plans
- Ability to manage high volumes of work in a busy environment, meet deadlines whilst coping with demands from internal and external sources and maintain attention to detail and accuracy
- A history in the delivery of IT applications, specifically with project management capabilities across Agile, Waterfall and/or SaFE
- Ability to request and convey information in a diplomatic manner
- Flexible and adaptable with ability to analytically problem solve and multi-task
- Ability to work as a team & to lead by example
- Strong organisational skills, with ability to prioritise and follow-through
- Focus on service excellence, exceeding internal and external customer expectations

Qualifications & Experience Required



- Demonstrated skills in leading a team implementing a variety of business systems, across multiple platforms.
- Demonstrated experience leading systems strategy and/or planning.
- Broad knowledge of information systems infrastructure capabilities and applications.
- Proven experience managing business IT systems, help desk and infrastructure in a small to medium enterprise.
- Tertiary qualifications or relevant industry certification.
- Relevant project management experience and certifications desirable
- Demonstrable experience in people supervision – working with volunteers would be an advantage
- An understanding of Puffing Billy’s history and current business desirable.

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations

Health & Safety

Managers and supervisors have responsibilities on behalf of the organisation but must also comply with their requirements as employees. It is their responsibility to:

- Ensure adherence to OHS policies and procedures.
- Consult with employees and H&S representatives (where they are elected) on OHS issues.
- Ensure that employees are equipped with the information, instruction, training and supervision that they need to work safely.
- Identify, assess if necessary and control hazards within their area of responsibility.
- Encourage early reporting of incidents and forward information to RTW Coordinators immediately
- Assist with initiating an early return to work on suitable duties after a workplace injury
- Access sources of OHS information and systematically disseminate information to all employees.
- Ensure that employees including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Develop safe work procedures as required and ensure adherence to procedures.
- Provide PPE as required and ensure employees are aware of correct usage and storage requirements.
- Ensure all plant and equipment is properly maintained
- Maintain relevant knowledge of OHS issues.
- Act as a role model by demonstrating safe work behaviours.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> • Manual handling task (0 – 20kg) • Gripping, holding, clasping with fingers/hands 	<ul style="list-style-type: none"> • Hand/arm movement i.e. stacking, reaching, typing and sorting • Walking on uneven surfaces • Sitting at workstation • Responsibility for the safety of others

Additional Notes

- Some weekends and public holiday work will be required on rostered basis
- Attendance at night meetings and some variation to normal hours of work (including early or late starts, weekends and public holidays) may be expected within reason.
- As Puffing Billy Railway’s peak time is during the Victorian school holiday period, taking leave during school holidays is limited
- Puffing Billy Railway is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safe Policy and Child Safe Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing



Acknowledgment

I have read and understood the above position description and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee

Name: -----

Employee

Signature: -----

Date: -----

Approved By:	Peter Abbott	Date:	June 2021
Last Updated By:	Elizabeth Oxworth	Date:	June 2021



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!