

Role Statement



TITLE OF POSITION: Manager, IS Operational Services
CLASSIFICATION LEVEL: MAS-3

Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

Division

People and Business comprises four directorates: Customer Experience, Investment Services, Information Services and People and Performance.

Information Services provides a wide range of essential supporting services to the Department including:

- Business Partnerships - engaging with the business to develop initiatives in line with business needs and value for money outcomes
- Solution Services - delivering new and enhanced solutions to optimise and transform business processes
- Operational Services - providing support and management of IS platforms and systems including record management functions
- Strategic and Quality Services - providing the governance, security and compliance frameworks to ensure the quality of outcomes delivered

Role Overview

The Manager, IS Operational Services is accountable to the Chief Technology Officer, Customer and Information Services. The role is responsible for providing high level leadership to a large team of staff in the delivery of operational support and front line services, and the continued stability of DPTI's extensive state-wide communications environment. The incumbent will play an essential role in meeting critical high profile business needs. Key areas of focus include:

- delivery of incident response and problem resolution services across line of business systems
- provision of an enterprise standard service desk

Directorate: Information Services
Position Number:
ANZCO Code:



Government of South Australia
Department of Planning,
Transport and Infrastructure

- ensuring a high level of service availability across a large fleet of desktop PCs and mobile devices
- network, server, storage and backup infrastructure environment through specialist resources
- contract management of the Department's extensive outsourced IT services
- coordination of both internal and supplier support resources
- establishment of service level targets to measure quality of service provision and drive continuous improvement
- appropriate management of ICT asset lifecycles including hardware and software procurement and lease.

The role delivers leadership for a range of other technical services to support the effective operation of information system platforms and services across the agency, including the strategic oversight and management of DPTI's corporate records. The position also leads the provision of data centre services, capacity planning, facilitates the provision of technical infrastructure, information systems continuity planning and disaster recovery functions to agreed service levels.

The scope and functions of this role are critical to the achievement of DPTI goals and strategies for the delivery of information services across the agency, particularly in terms of its impact on the delivery of critical operational information systems management and support services. It is critical that the position exercise high level leadership and vision in order to develop and implement innovative and effective strategies, plans and changes, to manage significant organisational and political challenges, risks and competing priorities, and to champion the agency's principles of respect, collaboration and excellence.

Key Outcomes of the Role

The Manager, Operational Services is required to undertake a wide range of activities which may include all or any of the following:

- Leading and managing a range of complex and critical programs, projects, systems and/or services that are consistent with agency and whole of government strategies, policies and priorities and deliver the Section's objectives, including leading and managing change within DPTI.
- Leading, influencing and motivating staff, clients and others in the achievement of difficult and sometimes conflicting objectives.
- Resolving complex issues with innovative solutions that are consistent with the SA strategic objectives and national and international developments.
- Shaping, monitoring and evaluating business plans to achieve substantial improvement in a core aspect of the department.
- Formulating policies and practices that influence the direction on key corporate issues, position the organisation to meet future challenges and enable the achievement of the Section's goals and objectives.
- Managing substantial and complex financial and human resources to achieve corporate goals.
- Leading major programs, projects, systems and/or services affecting key and core elements of the agency's mission or operations.
- Negotiating ideas and concepts with the Chief Officer and General Managers to achieve the adoption of specific procedures, methods and strategies
- Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and

departmental human resource policies, including Work Health Safety and Wellbeing requirements.

- j. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

Special Conditions and Essential Requirements

Qualifications / Licences

- a. Nil.

Person Capabilities

- a. Understands Aboriginal and Torres Strait Islanders cultural issues and addresses access barriers to participation in departmental policies, programs and services.
- b. Facilitates DPTI's cultural change by leading, modelling and engaging the workforce to embrace and exhibit the DPTI values and behaviours including:
 - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”
 - ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
 - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
 - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
 - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Drives a culture of integrity, professional accountability and diversity across the department and across government, and through community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
- d. Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
- e. Extensive experience in leading, motivating and influencing staff, driving work objectives for improved performance across strategically aligned multifaceted activities.
- f. Delivers customer focused and strategically aligned services and practices, and engages with stakeholders to successfully negotiate sensitive matters.
- g. Comprehensive knowledge of, and experience in advising on, the issues, risks, trends and directions associated with the unit's programs, paying heed to social, economic and commercial considerations.
- h. Demonstrates ability to work under broad Government and/or Agency directions, act with urgency and successfully lead and implement innovative solutions and change and risk management initiatives across an organisation.

Delegate Approval

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Sam Rodrigues
General Manager, Customer and Information Services

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Signature

Date: / /2016