Role Description
ICT Manager

Cluster	Planning and Environment
Agency	Australian Museum
Division/Branch/Unit	Corporate Services
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Ongoing Full Time
Role Number	50001233
ANZSCO Code	135199
PCAT Code	3226668
Date of Approval	September 2018
Agency Website	http://australianmuseum.net.au

Agency overview

The Australian Museum (AM) operates within the NSW Department of Planning and Environment. The AM is the first museum in Australia and was founded in 1827. The AM provides access, engagement and scientific research to increase our understanding of natural history and culture, particularly of the Australasian region. The AM holds around 21 million objects of biological, geological and cultural collections and develops programs, exhibitions and school and community education initiatives onsite, online and offsite. The AM's purpose is to make nature, indigenous cultures and science accessible and relevant to everyone.

For more information, visit the website.

Primary purpose of the role

The ICT Manager leads a team to guide the successful delivery of programs and projects through the provision of strategic and operational support, including operational reporting, risk and issue tracking, quality control and post project benefits tracking and reporting.

This role is responsible for managing a team of ICT specialists responsible for the operational maintenance of the organisation's ICT environment through the provision of technical support and advice to users across multiple locations, platforms and technologies.

Key accountabilities

- Establish and maintain a standard set of practices, processes and templates for managing projects consistently and efficiently to reduce project related risk and costs
- Manage, guide and mentor team members to enable successful delivery of ICT Team's and AM priorities, initiatives, and goals. Includes planning, financial management and delivery of the ICT team projects.
- Monitor and report on compliance with established standards to ensure the Australian Museum adheres to agreed policies and standards
- Develop and deliver services and support ICT project and program management capability across the AM to reduce project related risk.

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- Develop, implement and refine procedures for ICT solutions and contract management and to provide a consistent and sound basis of ICT products and services.
- Monitor and report on the application of contract management processes and apply strategies to address any identified gaps
- Ensure all ICT contracts meet minimum standards to support the mitigation of financial, service delivery and/or unauthorised disclosure risk
- Record contractual obligations, variations and performance metrics to inform and guide the reporting of contractor delivery as well as monitoring and reporting on customer satisfaction and fulfilment of service level agreement obligations to provide input to supplier performance improvement initiatives

Key challenges

- Manage conflicting and concurrent ICT infrastructure installation/upgrade/refresh projects and programs
- Manage interdependencies and balance competing demands to ensure objectives are delivered
- Ensure project and contract management processes and ICT systems are efficient and effective whilst aligned to business needs.

Key relationships

Who	Why
Internal	
Director of Corporate Services & CFO	- Escalate issues, keep informed, provide expert advice and receive instructions - Provide management reports on the overall operation of the ICT unit - Make strategic recommendations on the optimal delivery of ICT services to the AM
ICT Team	- Inspire and motivate team, provide direction and manage performance - Guide, support, coach and mentor team members - Lead team to work collaboratively to contribute to achieving the unit's business objectives.
Australian Museum staff & volunteers	- Provide ICT technical expertise and leadership, meeting organisational business requirements in a professional and courteous manner - Resolve and provide solutions to issues - Enhance efficiency and quality of service to end users
External	
Department of Planning & Environment and other NSW Government	- Actively build sustainable and positive relationships - Ensure alignment with state-wide and cluster-specific government ICT policies
ICT service providers	Negotiate and manage contracts, agencies, contractors and suppliers to ensure ROI and agreed delivery of materials and services

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Who	Why
Counterparts from the broader cultural, creative and scientific sectors	- Represent Australian Museum interests - Work in partnership to influence change across the sector

Role dimensions

Decision making

The role operates under the strategic guidance of the Director of Corporate Services & CFO and has responsibility for the optimal performance of the Australian Museum's ICT systems and services. The role will contribute significantly to the definition and scope of ICT projects. The role operates with significant autonomy day-to-day to make operational decisions pertaining to the ICT unit.

Reporting line

The role reports to the Director of Corporate Services & CFO

Direct reports

3 direct reports, plus contractors and volunteers as required.

Budget/Expenditure

Financial delegation of $15,000.

Essential requirements

- Adequate knowledge and experience in order to deliver the Key Accountabilities and perform to the Focus Capabilities (both NSW Public Sector and SFIA) outlined in this Role Description.
- Appropriate information technology tertiary qualifications.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	**Display Resilience and Courage**	**Intermediate**
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Advanced**
	Work Collaboratively	Intermediate
	Influence and Negotiate	**Adept**
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	**Adept**
	Procurement and Contract Management	Adept
	Project Management	**Advanced**
People Management	**Manage and Develop People**	**Intermediate**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**Procurement and Management Support, Quality and Conformance, Conformance Review**	**Level 4 – CORE**
	Business Change, Business Change Implementation, Portfolio, Programme and Project support	**Level 5 – PROF**
	Strategy and Architecture, Technical Strategy and Planning, Methods and Tools	Level 5 – METL
	Business Change, Business Change Management, Benefits Management	Level 5 – BENM
	Business Change, Business Change Implementation, Programme Management	Level 6 - PGMG

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges Stay calm and focused in the face of challenging situations
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Intermediate	• Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolution of issues
Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	**Level and Code**	**Level Descriptions**
Procurement and Management Support Quality and Conformance	Level 4 CORE	**Conformance Review (CORE) -** Plans programmes to review activities, processes, products or services. Collects, collates and examines records as part of specified testing strategies for evidence of compliance with management directives, or the identification of abnormal occurrences. Analyses evidence collated and drafts part or all of formal reports commenting on the conformance found to exist in the reviewed part of an information systems environment.

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Business Change Business Change Implementation	Level 5 PROF	**Portfolio, Programme and Project Support (PROF) -** Takes responsibility for the provision of portfolio, programme and project office services, either to a large project or to a number of projects within an organisation. Advises on the available standards, procedures, methods, tools and techniques. Evaluates project and/or programme performance and recommends changes where necessary. Contributes to reviews and audits of project and programme management to ensure conformance to standards.

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