Position Description Form

Position Title: Director ICT Services

Department: ICT Services

Position Reports to: Executive Director People & Corporate Services

Direct Reports: 5

Infrastructure Operations Team Leader
System Development Team Leader
Platforms & Applications Team Leader
Head of ICT Client Services
Head of Delivery and Governance
Security Specialist

Position Description Issue Date: 16 July 2020

Location:
You are employed to work at Melbourne Polytechnic, a multi-campus institution. Accordingly you agree to work at any location where Melbourne Polytechnic conducts its business at the direction of the Manager responsible for your area.

About Melbourne Polytechnic

Melbourne Polytechnic offers the perfect combination of higher education and vocational learning, delivered by teachers with real-world experience and expertise. Through a network of six metropolitan campuses and a regional campus in Ararat, Melbourne Polytechnic offers a range of degrees, certificates and diplomas across the whole higher education and vocational training spectrum.

Position Purpose

The position is a key leadership role at Melbourne Polytechnic, and is responsible for;

- overseeing and managing the ICT Services Department
- providing expert advice on all information technology matters.
- implementing Melbourne Polytechnic’s Digital Strategy and making ICT related decisions consistent with that and the organisation’s overall strategic direction and objectives.
- developing, maintaining, implementing and compliance with ICT related policies and procedures in accordance with public sector requirements and stakeholder expectations, including the Privacy and Data Protection Act 2014;
- ICT related risk management and cyber security.

Key Responsibilities

- Ensure that the focus of the department is aimed at the delivery of the strategic direction of the organisation, and in particular to implement the Digital Strategy as an enabling plan.
- Oversee and manage through functional heads, the day to day provision of Information Communication and Technology (ICT) Services.
- Prepare business cases for new investment in ICT hard and software infrastructure.
- Manage budgets provided to ICT including costs and resources to maximise output and efficiencies of the Department.
- Identify funding opportunities and prepare submissions and tenders as appropriate.
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• Manage projects that arise out of funding submissions; including ICT requirements in institute projects resultant from funding submissions for other areas of Melbourne Polytechnic.
• Provide authoritative advice to senior management to initiate change in the use of ICT and in the core business processes within Melbourne Polytechnic.
• Consult effectively with end users to ascertain current processes and identify improvements through the use of technology.
• Provide leadership to staff by engendering a pro-active approach to the functions necessary for the provision of ICT services to the Melbourne Polytechnic community.
• Initiate the planning, development and implementation of a wide range of policies and procedures which ensure continuous improvement in all areas of operation.
• Continually evaluate the services provided by initiating feedback from the Melbourne Polytechnic community, to ensure that services provided are relevant and effective.
• Implement communication strategies and governance procedures to maximise co-operation and participation in ICT initiatives and build business and end user community relationships.
• Identify and manage ICT risk, including cyber security
• Participate in sector wide forums and initiatives to maximize opportunities for collaborative engagement with other TAFEs and the Department of Education.
• Ensure compliance with the Privacy and Data Protection Act 2014 and the Victorian Protective Data Security Framework and any other regulatory compliance.
• Other duties as directed

Key Relationships

Internal
CEO
Executive Leadership Committee Members
Heads of Schools
Students
Staff
Board
Internal Committees and Working Groups

External
Relevant Industry Groups
Government Departments
Suppliers and partners of ICT services and equipment
Other Educational Institutions

Key Performance Indicators (KPI)
To be developed with the Executive Director, Finance & Infrastructure

Key Selection Criteria

1. Tertiary Qualifications in a related area, together with current and extensive experience in the delivery of information technology services in a large and complex organisation.
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2. Extensive knowledge of current issues in vocational education and training and higher education at both a state and national level and their impact on the delivery of information technology services.

3. Competency in Enterprise Architecture and the development of ICT roadmaps in line with Melbourne Polytechnic’s organizational and digital strategy.

4. Proven ability to lead the adoption of new and innovative technologies to deliver a next generation learning and teaching experience across Melbourne Polytechnic’s physical and virtual campuses, locally and off-shore.

5. Demonstrated in depth technical understanding of the latest developments in security technology and their applications to ensure the security of Melbourne Polytechnic systems.

6. Ability to ensure effective governance and compliance with appropriate regulatory and legislative requirements

7. Extensive current knowledge of server and cloud technology to ensure the delivery of services required to be deployed in a large and complex educational institution.

8. Highly effective communication, negotiation and interpersonal skills including the ability to obtain support at senior executive, industry and government levels for appropriate initiatives.

9. Extensive current knowledge of the latest developments in information and communication technology to elevate ICT’s impact on the end user’s experience.

10. Demonstrated successful project management experience in large ICT project delivery particularly as it applies to business transformation using technology in an overall strategic planning environment.

11. Demonstrated ability to initiate and manage continuous improvement in an environment of significant change.

12. Demonstrated ability to provide leadership to staff in achievement of their objectives and their individual growth and development.

Behavioural Competencies

At Melbourne Polytechnic all staff will behave in accordance with our Values of:

- Authenticity
- Shared Commitment
- Future Focus
- Operational Excellence
- Courage
- Ownership

Limits of Authority

Within the context of the role responsibilities and delegation of authority.

Safety Issues Significant to the Position
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Manual handling and extensive use of keyboard operation and visual display unit, as it relates to an office environment.

Health and Safety

All employees are responsible for:
- Compliance with the Institute policy, safety systems and applicable health and safety legislation and regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices
- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

Managers must also:
- Ensure all appropriate actions are taken to implement health and safety policies and procedures and legislative requirements
- Accept operational responsibility for health and safety performance within work areas under their control
- Where immediate resolution to a risk cannot be achieved and the threat to health and safety is immediate direct that work must cease.
- Ensure all issues raised and the handling of health and safety matters are treated seriously and sympathetically under the strictest confidence.
- Effectively communicate Health and Safety Policies, procedures and workplace issues with senior management and employees
- Support Health and Safety Representatives and First Aid Officers in fulfilling their responsibilities
- Ensure employees are provided with information, instruction, training and supervision to enable them to perform their work safely.
- Consult with employees and their Health and Safety Representatives on matters relating to workplace health and safety.
- Ensure health and safety responsibilities are included in all employees’ Position Descriptions under their control.
- Ensure health and safety performance and compliance is monitored at Site level and regularly reported to the CEO.

Sign Off

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Employee’s Name    Department Manager’s Name

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Employee’s Signature    Department Manager’s Signature