

Kaiarataki - Hangarau Korero me te Whakawhitiwhiti Team Leader – ICT Operations

Corporate Services Group

**Your contribution at the Far North District Council helps us achieve our Mission –
Creating Great Places and Supporting our People**

PURPOSE OF THE POSITION

The purpose of this position is to lead and manage the ICT Operations & Delivery team in the provision of exceptional ICT services to staff, elected members and the public.

The Team Leaders role is to ensure the streamlined operation of ICT services in alignment with business objectives. This includes managing the development, deployment, monitoring, maintenance and support of all IT systems including business architecture, operating systems, network infrastructure, server infrastructure, telecommunications systems, hardware, software, peripherals, application support and the service desk.

They will work closely with the business to identify, recommend, develop, implement and support effective and efficient technology solutions. They will also define and implement ICT strategies, policies, procedures, and best practices.

This position manages diverse and complex work streams, has a significant workload to deliver against key objectives and targets with a result focused approach, and requires demonstrated leadership skills and the ability to empower a team and provide clear direction.

This position reports to Chief Digital Officer

This position leads a team of 1 x ICT Systems & Cloud Engineer, 2 x Application Support Specialists, 1 x Application Support Specialist (Fixed Term), 1 x ICT Infrastructure Specialist Lead, 1 x ICT Network Operations Engineer, 1 x Senior Application Support Specialist, 2 x ICT Support Specialists, 1 x Business Architect and 1 x Senior ICT Support Specialist and 1 x Finance Systems Administrator.

HOW THIS POSITION CONTRIBUTES TO ACHIEVING OUR MISSION

The key accountabilities of this position are:

Leadership

- Be accountable and responsible for the delivery of ICT services to ensure business planning targets and objectives are met.
- Lead and manage the ICT Operations & Delivery team by providing supportive leadership, motivation and direction.
- Demonstrate leadership skills that exhibit the FNDC values with proven interpersonal skills and the ability to obtain collaboration and cooperation.
- Recruit, develop and retain high performing staff. Ensure staff are appropriately trained, developed, up to date with new technology and products, and challenged to perform.
- Set, model and maintain a team culture that is consistent with FNDC's values and operating principles, and place emphasis on the highly professional delivery of ICT services across the organisation.
- Role model and champion a customer service and continuous improvement culture that will inspire the team, to deliver exceptional customer service outcomes.
- Lead the use of technology within FNDC to support the transformational change of the organisation to become a smart, innovative digital services provider.
- Act as a technology champion across FNDC to deliver higher productivity, quality customer service, lower costs and improved risk management.

Strategy & Planning

- Lead ICT operational and strategic planning to achieve business goals by fostering innovation, ensure infrastructure capacity meets existing and future requirements, planning projects, and organising and negotiating the allocation of resources.
- Manage continuity of ICT services including developing and implementing a business continuity response, executing continual testing of processes and procedures including training and the management of backup arrangements, and regularly reviewing the ICT Business Continuity Plan.
- Conduct research and make recommendations on products, services, protocols, and standards in support of all infrastructure procurement and development efforts.
- A clear understanding of how all departments work together and combine to function as a high performing organisation, knowledge of policies, practices and information pertinent to the operations of the organisation.
- Establish a service catalogue and service level agreements with business units.

Acquisition & Deployment

- Benchmark, analyse, report, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.
- Manage financial aspects of the ICT department, including purchasing, budgeting and budget review.
- Develop business case justifications and cost/benefit analysis for ICT spending and initiatives.
- Develop and implement ICT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Negotiate and administer vendor and consultant contracts and service agreements.

Operational Management

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.
- Oversee provision of end-user services, including service desk and technical support services.
- Ensure seamless availability, performance and capacity issues in the supply of ICT services to internal and external customers.
- Manage and set priorities for the design, maintenance, development, and evaluation of all infrastructure systems, including LANs, WANs, Internet, intranet, security, wireless implementations, and so on.
- Define hardware and software standards in conjunction with owners and stakeholders.
- Test network and server performance and provide network performance statistics and reports; develop strategies for maintaining network infrastructure.
- Develop a business architecture strategy based on a situational awareness of various business scenarios and motivations.
- Responsible for the ICT induction programme for all new starters.
- Work with stakeholders to define business and systems requirements for new technology implementations.
- Ensure the management of service requests and incidents including recording, classifying and prioritising requests is best practice. This includes the reporting on the activities of the service desk as required for FNDC management reporting.
- Responsibility for the Change Advisory Board; including emergency changes by tracking and reporting change requests and ensuring all documentation associated with changes is captured and retrievable.
- Ensure the team provides desktop support including setting up of equipment, support for printing functions and moves and set up of Video Conferencing Equipment, including any patching required.
- Ensure security services including protection against malware, managing the network and connectivity security services and managing endpoint security.
- Ensure user identity, logical access and physical access to ICT assets is managed.
- Establish and maintain a configuration repository and baseline including producing status and configuration reports and verifying and reviewing the integrity of the configuration repository.
- Ensure all hardware and software documentation including but not limited to licences, as-built, support contracts in captured and regularly reviewed for updates.
- Manage the optimisation of ICT asset costs and licences (hardware, software, contracts for services) including identifying and recording current assets. This includes managing the asset lifecycle via an approved asset maintenance programme and in compliance with policy on asset replacement.
- Keep current with the latest technologies.
- Have a commitment to Health & Safety as detailed in our policies and guidelines and as defined by the Health & Safety in Employment Act to ensure compliance.

- Other tasks/projects as may be delegated from time to time, including contributing to Council's Civil Defence duties if required.

What we all do

- Live our Values – Integrity, Professionalism, Manaakitanga
- Demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of Te Tiriti o Waitangi obligations
- Enact Te Pae o Uta, the Te Ao Māori framework to achieve our goals
- Have a commitment to health and safety as detailed in our policies and guidelines and as defined by the Health and Safety at Work Act 2015
- Demonstrate leadership in health, safety and wellbeing
- Actively contributing towards fostering a positive health, safety and wellbeing culture across the organisation
- Continually look to improve the customer experience by seeking feedback and demonstrating you set a date and promise that you deliver on
- Demonstrate innovation by being solution-focussed to ensure positive outcomes, enhancing Council's reputation
- Other tasks/projects as may be delegated from time to time
- Assisting as required in the response and recovery efforts during civil defence emergency events, and participation in relevant emergency management training to maintain Council's readiness

ABOUT YOU

We're looking for someone who brings:

- University Degree in the field of Information Technology, Computer Science or Information Systems.
- ITIL certification and an understanding of the COBIT framework.
- A sound knowledge of AGILE/PRINCE II project management principles and methodologies.
- Minimum of eight years' experience in:
 - Managing relationships with stakeholders, including understanding business expectations, identifying opportunities, risk and constraints to enhance the business.
 - Management of suppliers of ICT services including identifying and evaluating supplier relationships and contracts, selecting suppliers, managing supplier relationships and contracts, managing supplier risk, and monitoring supplier performance and compliance.
 - Management of relationships including understanding business expectations, identifying opportunities, risk, and constraints for IT to enhance the business.
 - Leading and managing an ICT team including the maintenance of adequate and appropriate staffing, the identification of key ICT personnel, the maintenance of the skills and competencies of personnel, and the evaluation of employee job performance.
 - The management, review and maintenance of service agreements including the ability to identify IT services, catalogue IT-enabled services, define and prepare service agreements, monitor and report service levels, and review service agreements and contracts.
 - Proven experience in IT infrastructure planning and development.
 - Strong technical knowledge of network and operating systems, network hardware, protocols, and standards.
 - Extensive application support experience.
- Preferably at least five years' experience working in a local government organisation.
- Experience leading technical and customer centric teams and at least five years vendor management experience.
- A broad, enterprise-wide view of the business and varying degrees of appreciation for strategy, processes and capabilities, enabling technologies, and governance.
- Demonstrated ability to mentor staff to form an effective ICT Operations & Delivery team including evaluation of job performance.
- Ability to identify problems and take appropriate action to minimise the impact.
- The ability to manage changes by evaluating prioritising and authorising change requests that ensures a smooth transition into the production environment. This includes the assessment of the impact on the business and the availability and capacity of the ICT Operations & Delivery

team.

- Experience defining and negotiating contracts and service level agreements.
- Experience and expertise in Microsoft Office applications.
- Current and valid New Zealand Drivers Licence.
- Strategic leadership and extensive strategy, management and operations experience leading a wide portfolio of services.
- Extensive experience working in a team-oriented, collaborative environment.
- Leadership skills and the ability to empower a team and provide clear direction.
- Excellent interpersonal skills with the ability to demonstrate good working relationships with people from diverse backgrounds and obtain collaboration and cooperation.
- The ability to manage knowledge, including nurturing and facilitating a knowledge-sharing culture.
- Enthusiasm and commitment to providing an exceptional customer service experience, actively seeks and listens to customers' needs, suggestions and feedback.
- High level relationship development, management and customer facilitation skills.
- Strong business acumen – ability to understand business fundamentals and implications of change.
- Proven interpersonal skills and ability to obtain collaboration and cooperation.
- Drive to keep up to date with changes in information and communications technology.
- Experience in maximising opportunities through innovation.
- Demonstrates good judgement and ability for sound decision making under pressure. Ability to effectively prioritise and execute tasks in a high-pressure environment.
- Strong analytical and well-developed problems solving skills.
- Ability to think strategically.
- Excellent organisational skills with the ability to manage multiple tasks and projects, able to prioritise and work to deadlines.
- Demonstrated project management knowledge and experience.
- Highly developed documentation, report and workflow process writing skills.
- Ability to communicate effectively and clearly both verbally and in writing.

ABOUT US

Working at FNDC is an awesome responsibility and privilege. Our employees are critical to our mission, regardless of the role they carry out. Our Values guide how we do our job, and keep us passionate about creating great places and supporting our people –



Integrity

Trust, honesty, transparency, reliability, ethical, fairness, openness



Manaakitanga

Teamwork, empowerment, empathy, āwhina, unity, support, courtesy, respect



Professionalism

Consistency, tikanga, motivation, ownership, positivity, innovation, collaboration

WHAT IT MEANS TO BE A FNDC EMPLOYEE

At Far North District Council we strive to be progressive where we embrace agility, innovation and are results driven. Our employees have a high work ethic where importance is given to instructive feedback and a commitment to personal development. Below outlines Council's desired workforce attributes.

Business First, Digitally Supported

You will join us on our digital journey, embracing technology in all its forms incorporating our hybrid working model

Communication and Influence

Your style allows you to communicate with diverse groups in a clear and concise manner. You have a willingness to influence and collaborate with others.

Problem Solving

A thoughtful yet efficient decision maker by assessing situations quickly and taking informed, timely action. You enthusiastically take responsibility for problem solving by focusing on achieving tangible outcomes. You are concerned with quality and quantity of output.

Relationship Management Style

You have the ability to adjust your working style to different work situations and stakeholders, with a customer first approach. You exhibit good judgment, showing a willingness to collaborate or compromise when necessary to maintain objectives.

WHAT IT MEANS TO BE A FNDC PEOPLE LEADER

Leadership at the Far North District Council (FNDC) is based on the following principles: **Own It, Keep It Real & Can-Do Attitude**

Own It

Leaders understand what we are accountable and responsible for and then we make it happen

- Providing clarity on what matters most
- Managing change, seeking continuous improvement
- Making effective decisions.

Keep It Real

Trust is the foundation of good leadership. We are considerate, reliable and honest

- Leading my team is the priority, with ongoing engagement and motivation
- Displaying positive leadership, instilling trust
- Developing others to learn and adapt.

Can Do Attitude

Leaders find ways with their teams to make things happen. We identify quick wins to create confidence and forward momentum

- Working collaboratively across Council
- Be proactive and solutions focused
- Adapts style and approach to achieve effective outcome.