

TRANSPORT CERTIFICATION AUSTRALIA POSITION DESCRIPTION

Position Title:	IT Manager
Incumbent:	Position Vacant
Reports to:	General Manager Corporate Operations
Direct Reports:	Nil
Date:	February 2019

The Environment

1. Background & Business Environment

Transport Certification Australia Ltd (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- **Advice** founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- **Accreditation** in the type-approval and certification of systems and services that give confidence to all stakeholders
- **Administration** of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

2. Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

The Role

3. Purpose of the Role

The position of the Information Technology Manager is a hands-on role that requires a strong and broad technical background, to take full responsibility and accountability for the development, maintenance, security and delivery of TCA's IT systems as we transition to a cloud-based environment.

4. Major Responsibilities/ Accountabilities

- Provide leadership through planning and advice to senior management on development, evaluation, and co-ordination of IT programs
- Coordinate the finalisation of the transition of TCA's ICT environment to a cloud-based environment
- Advance, maintain, promote and monitor security within the IT environment in-house and cloud ecosystems to industry best practices
- Lead all IT related projects
- Deliver an environment that supports the daily IT functions of the organization through monitoring, detailed reviews and documented recommendations
- Proactively support staff that have projects/programs with high dependencies to the TCA ICT environment.
- Manage external IT providers, consultants and contractors for successful delivery of IT engagements
- Develop and maintain Quality documentation (policies and procedures) and guide staff in accessing and understanding their responsibilities related to quality practices pertaining to the IT environment
- Manage activities relating to contingency planning, business continuity management and IT disaster recovery inclusive of recommendations and reporting
- Exercise diligence when making decisions, adhering to the requirements outlined in the Delegations of Authority
- Maintain certification to specific ISO quality and security standards impacting systems, processes and procedures

5. Key stakeholder interfaces

Internal

- The General Manager Corporate Operations will provide broad guidance on strategic direction
- The IT Manager will interface on IT issues which span across all divisions, and will chair the ICT steering committee.

External

- External IT Managed Service Providers.

The Person

6. Qualifications, Knowledge and Experience

This role is for a motivated person with the initiative to take on challenges. The person should be focused and capable of maintaining an up to date understanding of broad IT issues and communicating them clearly to a diverse audience. The person will be able to operate in a dynamic environment and have the ability to develop and execute strict procedures and formal guidelines.

- Tertiary qualifications in a discipline such as Software Development or Information Technology
- Demonstrated project management experience in delivering fit-for-purpose results in a timely manner
- Proven experience in the practical application of IT security issues and best practice for on-premise and cloud-based environments
- Demonstrated experience in Office 365 is essential, while experience with cloud-based applications would be highly regarded
- Demonstrated skills in creating relevant procedures and processes that demonstrate a real understanding of the underlying requirements
- An aptitude for understanding IT infrastructure, including the ability to provide guidance and direction to management, staff and contractors
- Proven ability to document detailed functional and non-functional requirements
- Proven ability to develop and deliver an IT business case
- Excellent oral and written communication skills.

7. Personal Qualities

The role requires attributes that align with TCA's values including projecting a professional image, valuing and respecting people, actively practicing teamwork with clear and concise communications and being focused in providing quality services. Specifically, the role requires:

- Hands-on leadership style.
- Culture of delivery and closure on issues
- Change management skills
- Ability to develop and maintain effective working relationships with key stakeholders (internal and external to TCA)
- Ability to work in a strong, diverse and committed team, and availability to accommodate a changing work environment
- Sound judgment and analytical / evaluative skills (i.e. ability to resolve complex stakeholder issues and an 'eye for detail')
- Proven analytical and strategic planning skills coupled with effective negotiation, influencing, relationship building and stakeholder management skills to work with and through others at all levels
- Comfort working in an environment which is constantly evolving.