



Position Description

Position title:	Enterprise IT Business Manager
Entity:	Austroads
Division:	Data & Technology
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Sydney Offices
Reports to:	Chief Data & Technology Officer
Responsible GM:	Chief Data & Technology Officer
Direct reports:	N/A
Date reviewed:	07 March 2023

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

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

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. 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.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Position Purpose

The role will provide leadership and direction of the business management and disciplines of IT across the corporate functions of Austroads, and its three distinct business areas, being the Austroads work program, NEVDIS, and Transport Certification Australia (TCA).

The organisation currently administers several disparate national information systems and data services. Our desire is to raise maturity, improve harmonisation and integration, and to leverage greater value from the data assets that we hold. Austroads is also aiming to improve its organisational coherence to ensure the total of the organisation is more than the sum of its parts.

The Enterprise IT Business Manager will work the Enterprise Solutions Manager, Enterprise Security Manager and Enterprise Data Manager, to lead the development and implementation of "fit for purpose" IM and IT strategies, architecture and policies. This is anticipated to include:

- Developing and applying consistent IT policies and procedures where relevant, and
- Working with peers in IT and the CFO to ensure the appropriate IT budgets are in place.

Reporting to the CDTO, the Enterprise IT Business Manager is responsible for raising the level of maturity and harmonisation of IM and IT activities across the business units. The Enterprise IT Business Manager will work closely and collaboratively on corporate strategic matters. The role will also work with management and technical leaders within the businesses to ensure that policies, processes, and systems are adopted consistently. They will develop and maintain relationships with key external stakeholders and providers, and assist the businesses with identifying external opportunities, including leveraging current systems.

Major Responsibilities/ Accountabilities

The role is responsible for:

- Contributing to Austroads governance, strategic planning, and business management,
- Setting objectives, policies and strategies for information management, information technology for Austroads while ensuring we have "fit for purpose" IT systems and processes
- Analysing the costs, value, and risks of technology to provide advice to managers across the Austroads business units
- Managing the development and delivery of IT policies and procedures
- With the Austroads and TCA managers, developing and implementing effective management systems to monitor, evaluate and report on Austroads and TCA's IT and cybersecurity position
- With the Enterprise Security Manager, monitoring and mitigating risk through the development of strategies to address issues of compliance, cybersecurity, disaster recovery and business continuity
- Managing Austroads IT Service Providers and contracts. Guide and participate in the tendering and management of IT vendors.
- Maintenance of Austroads' IT Operating model
- Management of the IT budgets and lifecycle management of assets
- Management of Austroads' hosted environments
- Managing the delivery of End User Computing to the organisation through the IT Manager

Key stakeholder interfaces

Internal

- Chief Data & Technology Officer

- Austroads TCA management teams
- Enterprise Security Manager
- IT Manager
- All staff

External

- Austroads approved service providers
- Austroads member organisations

The Person

Qualifications, knowledge, and experience

The Enterprise IT Business Manager will possess:

- Significant experience in a similar role, including managing external service providers and vendors.
- Demonstrated skills and experience overseeing the development and delivery of ICT strategies, policies, systems, and other relevant initiatives.
- Superior analytical and problem-solving ability
- High degree of leadership, initiative, innovativeness and drive, and the ability to work independently to deadlines and within time constraints, to handle tasks with discretion, confidentiality, reliability and flexibility, and to set priorities
- Highly developed interpersonal and communication skills, both oral and written, including the ability to deal tactfully and effectively with people at all levels
- Ability to contribute to promoting the aims and objectives of the Austroads business and to maintain an appropriate high standard corporate image.
- Demonstrated high level organisational and administrative ability.
- A commitment to equal employment opportunities and occupational health, safety and quality management practices

Personal qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- Commitment to service excellence and continuous improvement in relation to a technology and data-based services
- Commercial acumen, high emotional intelligence, diligence, and drive
- Being a self-starter
- Hands on leadership style
- Culture of delivery and closure on issues.
- Astute risk management
- Sound judgment and analytical / evaluative skills
- Well-developed relationship management, communication, consultation, and negotiation skills
- Comfort working in an environment which is constantly evolving