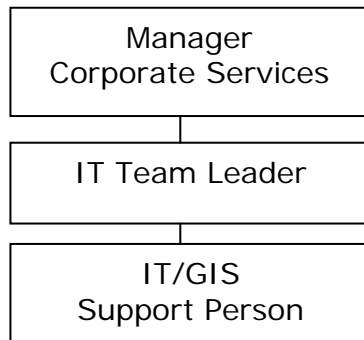


POSITION	IT Team Leader
COUNCIL DEPARTMENT	Corporate Services
REPORTS TO	Manager Corporate Services
LOCATION	Westport

POSITION PURPOSE

This position has responsibility for all Buller District Council (BDC) Information Technology and Telecommunications.

ORGANISATIONAL CONTEXT



RELATIONSHIPS

Internal	
All staff across council	Technical support, IT advice and training
External	
Software vendors and service providers	Manage contracts and relationships. Technical collaboration and management of services.
Other councils	Collaboration with other councils' IT staff on shared services and combined projects

HOURS OF WORK

This is a fulltime position requiring 40 hours per week.

Work outside normal office hours and on occasional weekends will be necessary to meet operational requirements. Must be contactable to meet urgent support requirements.

CONFIDENTIALITY

All information shall be treated as confidential, subject to the Council's policies and shall not be disclosed to others or used for improper purposes.

RESULT AREAS AND RESPONSIBILITIES

RESULT AREA	RESPONSIBILITY	OUTCOMES
<p>Infrastructure (Systems, Telecommunications and Networks)</p>	<p>Manage all IT and Telecommunications systems. Provide maximum systems availability to SLAs as agreed with management. Manage upgrade cycles for all systems. Develop and implement IT technical standards and documentation for systems. Manage installation, deployment, configuration and ongoing operation of all systems. Ensure systems are monitored and available as per agreed SLAs. Develop and maintain enterprise architecture plans for the business and technical roadmaps. Manage systems and network integrity and security. Manage telephony, mobile and all network systems. Provide appropriate telecommunications services for staff business requirements.</p>	<p>Systems performance and availability meets BDC requirements and SLAs. Systems management and upgrades implemented smoothly and within agreed budget. New systems identified and implemented as per plan. BDC has high availability and secure internet, private WAN, local LAN. BDC has modern and cost-effective telecommunications including voice, data, video and web communications.</p>
<p>IT Support</p>	<p>To lead the delivery of IT support services at BDC. Technical support on all IT and Telecommunications systems. Co-ordinate with other departments to identify any change in requirements and to develop and implement such requirements following</p>	<p>Support issues logged in a fault management system and closed within reasonable timeframes as agreed by management for all calls whether resolved internally and externally. Communicate the status of a fault with internal customers and liaison with suppliers to reach</p>

RESULT AREA	RESPONSIBILITY	OUTCOMES
	<p>a change control policy. Control user access to systems. Provide desktop and mobile hardware and software that meets business needs. Provide user training.</p>	<p>satisfactory resolution of problems. Log of all changed requirements maintained, prioritised and actioned per agreed timelines. Change control policy developed and process implemented User access reviewed annually with Managers.</p>
<p>Backup, Business Continuity and Disaster Recovery</p>	<p>Lead the implementation of business continuity and disaster recovery procedures for IT Systems. Provide multiple backup systems to ensure BDC information is protected.</p>	<p>Documented Disaster recovery policies and plans. Backup systems successfully occurring with onsite and offsite storage of data. UPS equipment operational at times of power failure.</p>
<p>GIS</p>	<p>Develop and enable production of maps and reports to meet customer requirements. Perform or support data capture, including creating or enhancing existing systems. Support database design and data administration activities. Provide support and training to users of GIS systems and to users of standard GIS products. Provide public GIS map data available from internet. Manage GIS systems and upgrades.</p>	<p>Staff and public GIS information available that meets requirements. Up to date maps available to all users with required information. Regular updates of LINZ and parcel information Upgrades within budget and on time with minimal system issues and required business requirements met.</p>
<p>Information Management and Database Systems</p>	<p>Provide technical management and support for information management systems and projects. Manage BDC databases and information stores. Provide technical management of all BDC websites and social media outlets.</p>	<p>BDC information is properly managed, secured and available. BDC information and data stores meet staff requirements. Information is kept secure where necessary.</p>

RESULT AREA	RESPONSIBILITY	OUTCOMES
Projects	<p>Analyse existing business process to identify opportunities to system and process improvement.</p> <p>Identify new system requirements based on well understood customer business requirements.</p> <p>Production of project related documentation</p> <p>Implementation of new solutions.</p> <p>Determining the implementation approach, training the users and cutover/implementation of new solutions.</p>	<p>Projects managed and visible to staff with a high level IT Roadmap.</p> <p>New projects identified and integrated into IT Roadmap with agreed project timetables.</p> <p>Project documentation for new systems or enhancements developed.</p>
Relationship Management	<p>Manage suppliers, support and service level agreements, and contract with all IT and Telecommunications suppliers.</p> <p>Keep staff informed of IT systems and changes.</p> <p>Work collaboratively with staff to identify IT needs.</p> <p>Work collaboratively with other councils to implement cost-effective shared services.</p> <p>Maintain IT budgets to agreed targets.</p> <p>Keep BDC management and staff informed of all significant IT changes.</p>	<p>Suppliers and contracts meet BDC requirements and budget.</p> <p>BDC has up to date systems.</p> <p>BDC IT is closely aligned with other councils.</p> <p>BDC staff are actively engaged with IT and aware of available systems.</p>

KNOWLEDGE AND EXPERIENCE

Qualifications

- Relevant ICT qualification and a minimum of five years equivalent work experience.

Knowledge

- Understanding and experience in Project Management in delivering IT solutions into an organisation.
- Proven technical experience with network capacity planning, network security principles and general network management.

- Strong hands on technical knowledge of network and workstation operating systems within a Microsoft Windows environment. Linux experience desirable.
- Experience in managing enterprise systems architecture.
- Experience in database management and administration.
- Working knowledge of current network hardware, protocols and Internet standards.
- Understanding of IT security principles.
- Knowledge and experience of working with spatial data, both in plan, map and descriptive form.

Experience

- Demonstrable technical experience (application and infrastructure) in a wide range of systems and technologies.
- Minimum five years IT experience.

Skills

- A good level of written and oral communication skills to provide and communicate technical information effectively across the organisation.
- Able to provide an expert technical resource base for IT needs across the organisation.
- Ability to analyse industry trends, developments and to promote the uptake of those to Council
- A methodical and analytical approach to achieve allocated tasks.
- Sound planning, project management and organisation skills.
- An ability to work as a member of a collaborative team and contribute effectively to individuals and groups.
- Able to present IT projects or training to small groups including management and council.
- An ability to develop working solutions to technical and production issues.
- Good analytical and problem solving skills with regards to troubleshooting and root cause analysis of IT faults.
- Good interpersonal skills with a focus on listening and questioning skills.
- Ability to conduct research into a wide range of IT issues as required.
- Proven analytical and problem solving skills, with a balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict.
- Good organisational, planning and project management skills including good time management. A pro-active, goal oriented and focused approach to the tasks and responsibilities associated with this role.
- Ability to present technical details in user-friendly detail.
- Highly motivated and self-directed.
- Exceptional customer service orientation.
- The ability to think strategically about the future development of the organisation and the ability to generate objectives consistent with such development.