



Position Description – IT Team Leader

The Position Reports to: GM Corporate Services **Grade:** 19

Hours of Work: 40 hours per week, Monday to Friday

Position Purpose:

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

The Key Areas of Responsibility Include:

Key Responsibility	Expected Results	Means
Infrastructure (Systems, Telecommunications and Networks)	○ 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	○ 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.

	integrity and security. ○ Manage telephone, mobile and all network systems. Provide appropriate telecommunications services for staff business requirements.	
IT Support	○ To lead the delivery of IT support services at BOC. ○ 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 a change control policy. ○ Control user access to systems ○ Provide desktop and mobile hardware and software that meets business needs. ○ Provide user training.	○ 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 satisfactory resolution of problems. ○ Log of all changed requirements maintained prioritised and actioned per agreed timelines. ○ User access reviewed annually with Managers.
Backup, Business Continuity and Disaster Recovery	○ Lead the implementation of business continuity and disaster recovery procedures for IT Systems. ○ Provide multiple backup systems to ensure Buller District Council information is protected.	○ 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.
GIS	○ Lead the delivery of GIS support services at BDC. ○ Support data capture, including	○ Staff and public GIS information available that meets requirements.

	creating or enhancing existing systems. ○ Support database design and data administration activities. ○ Provide support and training to users of GIS systems and users of standard GIS products. ○ Provide public GIS map data available from internet. ○ Manage GIS systems and upgrades.	○ Up to date maps available to all users with the required information. ○ Regular updates of LINZ and parcel information ○ Upgrades within budget and ontime with minimal system issues and required business requirements met.
Information Management and Database Systems	○ Provide technical support for information management systems and projects. ○ Manage BDC databases and information stores. ○ Provide technical support of all BDC websites, social media outlets, Sharepoint and Magiq.	○ BDC information is properly managed, secured and available. ○ BDC information and data stores meet staff requirements. ○ Information is kept secure where necessary.
Projects	○ Analyse existing business process to identify opportunities to system and process improvement. ○ Identify new systems requirements based on well understood customer business requirements. ○ Production of project related documentation. ○ Implementation of new solutions. ○ Determining the implementation approach, training the users and cutover/implementation of new solutions.	○ Projects managed and visible to staff with a high level IT roadmap. ○ New Projects identified and integrated into IT Roadmap with agreed project timetables. ○ Project documentation for new systems or enhancements developed.
Strategy	○ Understanding business objectives, assessing technology capabilities, aligning IT strategy with business strategy, identifying technology trends, resource	○ Understanding the business requirements, identifying technological opportunities and formulating a strategic plan to leverage

	planning and budgeting, risk management, collaboration and communication and monitoring and evaluation.	technology effectively.
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Key Relationships

Internal	External
Chief Executive Officer	Liaise with suppliers over products, services, orders, and deliveries.
Senior Leadership Team	
Group Manager Commercial & Corporate Services	Liaise with and take direction from support providers on system or application issues when support requested.
IT Support	
Elected Members, and all other Council Staff.	Other Councils: Collaboration with other Council's IT staff on shared services and combined projects.

Skills, Experience and Personal Qualities (JD Specific)

- Ability to adapt to and learn new technologies and methodologies as required.
- Able to work as a team demonstrating energy, vision and initiative.
- Great time management.
- Able to prioritise and organise workloads.
- 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, development 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.

Education, Qualification, Memberships

Essential	Desirable
○ Relevant ICT qualification and a minimum of five years equivalent work experience. ○ Working knowledge of current network hardware, protocols and Internet standards. ○ Knowledge and experience of working with spatial data, both in plan, map and descriptive form.	○ Understanding and experience in Project Management in delivering IT solutions into a organisation. ○ Proven technical experience with networks capacity planning, network security principals and general management. ○ Strong hands on technical knowledge of networks and workstation operating systems within a Microsoft Windows environment. Linux experience desirable. ○ Experience in managing enterprise systems architecture. ○ Experience in database management and administration. ○ Understanding of IT security principles.