



Reference number: N.N 10403710	Date Approved: 1 July 2008
Title: ICT Applications Manager	Closing date: 28 July 2008
Designation:	Executive Level 1
Branch:	Corporate Services Branch
Team:	Information Management and Technology Team
Location:	Department of Climate Change, 2 Constitution Avenue
Immediate supervisor:	Executive Level 2
Security classification:	Protected

### Corporate Services Branch

The role of Corporate Services Branch is to support the department through the provision of a wide range of high quality strategic corporate services.

- **Accommodation and Facilities** — responsible for the provision of accommodation, security, fleet and office services;
- **Finance and Budgets** — responsible for budgeting, financial accounting and reporting, and involvement in Commonwealth budget processes;
- **Human Services** — responsible for workplace relations, performance management, learning and development, recruitment, personnel and OH&S issues;
- **Legal, Procurement and Governance** — responsible for legal advice, procurement and contract management, internal audit, fraud control, risk management and governance;
- **Client Service** — responsible for providing corporate support to divisions.
- **Information Management and Technology** — responsible for computers, printers, networks, voice communications and information management services including record keeping and archiving.

### Duties

#### **Information Management and Technology Team (IMAT)**

The IMAT Team is responsible for information management, ICT hardware, software, infrastructure, and voice communications. The team is led by the Director (Executive Level 2).

The ICT Business Applications Manager is required to work as part of the IMAT Team in Corporate Branch and is responsible for overseeing the management and integration of the Department's business applications and software, including the Microsoft Office suite, FMIS, HR and ECM solutions. The ICT Business Applications Manager is also required to support the objectives of the Department's ICT Strategic plan and others as requested by the Director, IMAT or the Chief Financial Officer.

## **Duties**

Operating under direction from the Director, IMAT (Executive Level 2), the role will involve the following:

- As a member of the IMAT team, assist with the establishment and implementation of the ICT business applications and software necessary to support the objectives set out in the Department's ICT Strategic Plan, or as required by the Director, IMAT.
- Closely manage relationships with service providers to ensure the smooth and secure operation of the Department's custom-built and Commercial-Off-The-Shelf (COTS) business applications including FMIS, HR, content management, record keeping, and enterprise search systems.
- Act as a client liaison and coordinator for all matters requiring an ICT business solution, and manage relationships with clients, stakeholders, and service providers.
- Ensure changes to business applications occur in a planned and controlled fashion and that clients and stakeholders are appropriately consulted and notified of change.
- Provision of induction and familiarisation training to staff regarding ICT business applications including the Microsoft Office suite and corporate-wide systems. Oversee the provision of IT Training services through an external service provider.

## **Security Assessment**

Security level required is Protected.

### **Selection Criteria**

The successful applicant should demonstrate to the required level the following:

1. Experience with the deployment and ongoing management of business applications in a complex ICT environment, requiring adherence to ICT Governance controls including change control, disaster recovery and business continuity.
2. An applications development or testing background and experience in an environment consisting largely of Microsoft desktop, server and development platform products.
3. Experience in the establishment and ongoing management of ICT Service Level Agreements (SLA's) to ensure service standards and key performance indicators are met;
4. Interpersonal skills of a high order including strong oral and written communication, negotiation, liaison skills.
5. Demonstrated and ongoing commitment to client service and the ability to successfully meet deadlines;
6. The ability to perform in a formative team environment with the ability to operate both collaboratively and with a degree of autonomy;
7. Tertiary IT qualifications or industry equivalent.

Please note that applications will not normally be acknowledged on receipt. Only short listed applicants will be contacted regarding the next phase in the selection process. To those applicants who are not short listed, we extend our thanks for considering DCC as a potential employer.

Applications should be e-mailed to [recruitment@climatechange.gov.au](mailto:recruitment@climatechange.gov.au) or posted to The Recruitment Officer, Corporate Services Branch, Department of Climate Change, GPO Box 854, ACT 2601. The closing date for applications is: 28 July 2008.