Position Title	**Group Senior Manager ICT Operations & Service Management**

Position No	00067563
Delegation Level	003
Job Designation	Manager
Organisational Unit	ICT Operations
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	Lead Experts and Leaders
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Group Executive Digital and Information

QUEENSLAND RAIL VALUES:

1 Queensland Rail - We do better together
Treat others with respect - We appreciate everyone's contributions and differences
Empower our people - We have confidence in our people
Act Safely - We work safe, to go home safe
Make a positive difference - We learn from today, to improve tomorrow

Position Purpose

To lead effective and efficient management of ICT operations and service delivery in a commercially focussed and professional manner to ensure continuing availability and sustainability, delivering stable and efficient business services and increasing business value to our internal and external customers. Contribute to the development and execution of the enterprise-wide IT strategy ensuring operations and infrastructure roadmaps are fully aligned delivering compelling business value.

Position Responsibilities

1. Participate as a member of the ICT management team to provide expert advice on ICT operational strategic direction and issues in a dynamic and changing business environment through effective day-to-day strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.
2. Set the roadmap of the ICT operations team for the organisation to maximize the success of business and IT enterprise initiatives ensuring the continued availability of ICT business as usual services based on agreed service and security levels while maintaining compliance with all regulatory, contractual and legislative obligations.
3. Lead and manage the ICT Operations & Service delivery team to establish a culture of accountability and excellence through the introduction of a innovative and differentiated infrastructure and operations capabilities that enhance our overall competitive capabilities and enhance employee productivity.
4. Liaise and build successful stakeholder relationships across the enterprise by developing clear understanding of the business needs, acting as a trusted adviser,and ensuring cost-effective delivery of

IT Services to meet those needs.

5. Develop and control manage the annual ICT operations budget to ensure that it's consistent with the overall strategic objectives of CIDO, ICT teams and the enterprise and is within plan.

6. Provide direction on what emerging technologies should be incorporated intoOperations products and services to successfully deliver overall IT strategy.

7. Operate a formal governance mechanism to establish and monitor effective controls for the processes and functions performed by Operations teams. Supports periodic reviews by internal audit, compliance teams and other risk-related functions as required.

8. Direct the development of an Operations sourcing strategy and provides executive oversight for strategic vendor and partner relationship management.

Additional Factors
The appointee will be required to :-
- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

What is the key selection criteria
1. High level of skill in the leadership of strategic ICT Operations and a complex workforce of internal technology professionals and external service providers to ensure that innovative, realistic and practical solutions to business needs are effectively implemented.

2. Extensive knowledge in the operations and support of ICT environments and technologies, leading cloud adoption (at scale), including establishing governance mechanisms, delivering migration projects and modifying ICT Operations target operating mode.

3. High level of skill to lead during times of change, including effective change management, coaching, mentoring, performance management,communication, negotiation and stakeholder management skills.

4. High level skill in business acumen, including industry, domain-specific knowledge of the enterprise and its business units in order to proactively identify opportunities for business growth in an ICT Operations and solution delivery environment.

5. High level of skill in managing and implementing sustainable change and developing executable strategies within diverse teams whilst at the same time managing and implementing appropriate service regimes which contribute to achieving ICT and Queensland Rail business objectivesand a high performing and positive team culture.

6. Extensive knowledge in budget planning and financial management, preferably with showback and/or chargeback models.

7. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

Pre-employment Checks:
Not Applicable

Mandatory Qualifications (If not already held, I will gain these when in position)
40007588   Wunya Induction
40001627   Building Emergency Procedures

QueenslandRail

Enterprise Qualifications (If not already held, I will gain these when in position)

40009601   Code of Conduct Refresher
40013480   Fraud Awareness Induction
40006537   Rail Safety Awareness

Health, Safety and Environment Responsibilities

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

Personal Protective Equipment needs:

Refer to relevant business instructions.

Safety Publications

Refer to relevant business instructions.

Please Note:
Queensland Rail has a random alcohol and other drug testing program.
Testing can occur anywhere, at any time, on any day.