

Information Systems and Technology Project Manager

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

This role is responsible for implementing and delivering crucial projects across the IT and Corporate Information Systems team using proven project management methodologies which incorporate a structured and integrated change management approach. This approach will achieve minimal disruption to business operations and ensure business readiness.

The Information Systems and Technology Project Manager is required to support business leaders in driving the adoption of new business solutions and ways of working in order to achieve Council's planned business outcomes.

The position of Information Systems and Technology Project Manager is required to provide quality customer service and create value for the community.

KEY DUTIES AND RESPONSIBILITIES

- Lead and manage the implementation of systems and technology projects across Council in order to drive internal efficiencies and enhance customer experience
- Implement a structured and integrated project and change management approach in accordance with Council's adopted project management methodology. Including and not limited to stakeholder analysis, change impact assessments, business readiness and transition management plans, training, communication and implementation support plans
- Undertake accurate and regular reporting activities in accordance with project management methodologies
- Provide vendor management including contracting functions such as management of contractors and consultants, project handover and defects liability management
- Build strong working relationships with senior stakeholders to ensure business led change, underpinned by their commitment and ownership to support adoption of agreed business solutions
- Lead consultation and engagement processes with key stakeholders to identify and mitigate adverse business impacts
- Work with the business to successfully transition business change project deliverables to business as usual
- Work as a conduit between business units, project teams and vendors to understand interdependencies of data

- Facilitate workshops and meetings with project stakeholders, user groups and product leads and other subject matter experts to elicit, gather and analyse requirements ensuring approval and sign off of all necessary documentation
- Facilitate user acceptance testing to ensure the overall efficiency, functionality and user friendliness of system, including contributing and potentially developing test scripts
- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change
- Evaluate progress and identify improvements for future projects.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

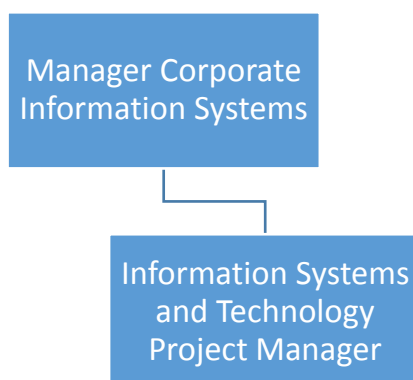
Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health and Safety

- The Executive Managers, Managers, Co-ordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

ORGANISATION STRUCTURE



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook

ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Tertiary qualifications in project, change management, information technology or demonstrated solid contemporary experience in project management, change analysis/business readiness analysis, combined with ongoing professional development
- Extensive experience as a project manager or project lead delivering systems or technology related projects
- Extensive experience in change management and knowledge of change management principles, methodologies and tools
- Current class C driver's licence.

Desirable

- Demonstrated experience with TechnologyOne or similar enterprise business systems
- Knowledge of local government functions and operations
- Formal business analyst qualifications or certifications (e.g. Lean Six Sigma, BABOK)
- Project management certification such as PRINCE2, PMP, PMBOK or equivalent
- Change Management certification such as Prosci or equivalent
- ITIL certification
- Supervisory training and mentoring experience
- Strong interpersonal, consultation and negotiation skills
- Excellent troubleshooting and problem solving skills
- GIS knowledge.

Employment Screening Required

- ☐ Qualifications verification
- ☐ Licence check if driving Council vehicles
- ☐ Police Check

Position and Est Number	SPCC71.1 and EST0096
Classification	Grade 14
Job Function Group:	Professional
Reports to:	Manager Corporate Information Systems
Staff Reporting Responsibilities:	1-2
Budget Responsibility:	Variable



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Date:

Agreed:

[Insert employee name]

Employee signature



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