

POSITION DESCRIPTION

TECHNOLOGY SERVICES MANAGER

POSTION OVERVIEW

Location	Masterton
Business unit	Technology Services Team
Reporting to	SLT Member to be confirmed.
Direct reports	2
Delegated responsibility	Nil
Salary range	SP10 Grade 20

OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional, and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to work is important!

We want to be the best provincial council in New Zealand.

Key to this:

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

OUR VALUES

HĪKINA TE MĀNUKA	By figuratively lifting the 'mānuka' we show that we are responding and rising to challenges by being innovative , hard-working, and collaborative .
MANA TĀNGATA	Our organisation recognises the diversity and individuality of each of our staff members. We act with integrity and respect each other's lived experiences and the value they bring to the workplace.
HE TOA TAKITINI	Every staff member is a crucial part of the team that makes up Masterton District Council. We trust and support each other to succeed by drawing on our collective strengths.

TE TIRITI O WAITANGI

The Treaty of Waitangi

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

MY DEPARTMENT

The Technology Services Team:

The Masterton District Council (MDC) Technology and Solutions Team are responsible for the delivery of Operational Excellence in Technology and Information areas.

MY ROLE

The Technology Services Manager Role:

- To develop a centre of excellence for technology and systems support with-in the council
- Lead a team to provide great technology and systems support
- Support the implementation of technology projects to ensure they are embedded into business usual practice
- Develop a technology roadmap to ensure we have the capability and capacity to deliver our technology and information solutions

MY KEY RESULT AREAS (KRAs)

Technology operational excellence

- Develop an MDC technology roadmap
- Developing and implementing IT policy and best practice guides for the organisation
- Managing and reporting on allocation of IT budget
- Providing direction both on professional development and provided operational technology support for Technology team members
- Evaluating technology risks to develop a network disaster recovery plan and backup procedures.
- Remaining up to date with advances in technology and industry best practices.
- Adequate capacity is available to ensure that Council operations are not impacted.
- Appropriate software licensing and support agreements are in place.
- Agreed processes are followed for incident and change management to ensure there is minimal impact on users.

Software and Hardware Administration

- Oversee the effective administration of Council's IT assets, including:
- Meet with users, identify needs, and implement appropriate outcomes.
- Advise on and manage approved software and hardware administration, installation, and configuration for client devices.
- Contribute to the development of installation procedures and standards.
- Ensure processes are fully documented for best practice and information dissemination.

Problem management

- Lead the team in providing expert advice and recommendations to management and staff on problem resolution.
 - Identifies problems from reported incidents and logs the problem in the problem management tool.
 - Escalates problems through the appropriate escalation channels.
 - Investigates problems in systems, processes, and services.
 - Identifies and recommends remedial action and preventative measures. Develops and

	implements an appropriate mitigation measure/plan.
Continuous Improvement/project management	<ul style="list-style-type: none"> ● Identifying and acting on opportunities to improve and update software and systems ● Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations, and outages ● This includes all information software including Tohu. ● Implement information and technology initiatives with support from the People Business Partner
Responsible for Information security portfolio	<ul style="list-style-type: none"> ● Regularly check, organise, and control the IT and electronic data operations. ● Manage the technology security program
System Administration	<ul style="list-style-type: none"> ● Oversee the effective delivery of system administration tasks, including: <ul style="list-style-type: none"> ○ Administer access accounts (creating/modifying/archiving accounts). ○ Perform software licence administration. ○ Provision desktop/terminal clients. ○ Administer and troubleshoot printers and photocopiers. ○ Administer desk and mobile phones including provisioning, configuration, support, and troubleshooting. ○ Provide card holder set-up for building Security system administration. ○ Administer Council Internal CCTV system accounts and access. ○ Create, modify, retire system accounts for line of business software ○ Microsoft Windows servers – hardware and software ○ Cloud Services including Microsoft 365 ○ TCP/IP, Networking, routers and WIFI devices ○ Powershell scripting ○ Linux server

MY HEALTH AND SAFETY RESPONSIBILITIES

Health, Safety, Wellbeing Manager

- Monitor work practices to ensure all work is performed in accordance with requirements of Health and Safety policies, procedures and legislation and respond to identified risks in a timely manner
- Ensure that the system for the reporting and dealing with all incidents, hazards and risks within the facility is followed by all staff
- Ensure all incidents, hazards and risks are reported
- Ensure that all staff are properly trained in all relevant aspects of health and safety applicable to their role
- Ensure that contractors meet all requirements for Health and Safety and monitor for on-going compliance

MY OTHER RESPONSIBILITIES

Self-Management, Training and Development	<ul style="list-style-type: none"> • Set realistic goals for own performance • Undertake change based on regular self-evaluation and feedback • Identify opportunities for personal and professional development and growth • Undertake both internal and external training identified as relevant to the role
Policies and Procedures	<ul style="list-style-type: none"> • Comply with the Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times • Ensure the implementation and compliance with the Council's Code of Conduct and Policies and Procedures, within all areas of responsibility
Other duties	<ul style="list-style-type: none"> • All duties must be carried out to the prescribed timeframes, systems, quality, and standards and to the satisfaction of your (SLT) Manager • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions
Participate in the Council's civil defence emergency response	<ul style="list-style-type: none"> • Participation in relevant emergency response training and duties as requested by the Chief Executive • Such other duties as may be required from time to time by your (SLT) Manager

MY KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> • Line Manager and SLT Manager • Immediate Team • Masterton District Council Staff
External	<ul style="list-style-type: none"> • Technology software Venders • Technology Solutions

MY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE

<p>Qualifications, Skills, and Experience</p>	<ul style="list-style-type: none"> • Bachelor's degree in information technology, computer science, software engineering, or a related field. • Proven experience in managing IT infrastructure and services. • Experience with computer networks, network administration, and network installation. • High level of expertise in computer hardware, cabling installation and support, wireless technology applications and interface, and IT security. • Management and leadership skills.
<p>Other Competencies</p>	<ul style="list-style-type: none"> • Multi-tasking and time-management skills, with the ability to prioritize tasks. • Highly organized and detail oriented. • Excellent analytical and problem-solving skills.
<p>Personal Attributes</p>	<ul style="list-style-type: none"> • Respectful, honest, and open • Operates with integrity, respecting diversity, and other's needs • Self-motivated with initiative • Positively takes on challenges • Takes accountability for own actions and works effectively as part of a team • A strong communicator who can work collaboratively across a range of managers and teams

An initial review of performance will be conducted after three months, with an annual performance development planning session annually thereafter. This is in the context of regular discussions and a 'no surprises' annual review.

POSITION DESCRIPTION AGREEMENT

<p>My name</p>	
<p>My signature</p>	
<p>Date</p>	

POSITION DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
People and Culture Manager	1.1.1		June 2022

ATTACHMENT A

Place in organisation

