

## Capability Lead End User Computing

## Position Description

<b>Grade</b>	6.2	<b>Position number</b>	
<b>Employment type</b>	Ongoing	<b>Status</b>	Full time
<b>Division</b>	Service Delivery	<b>Direct / indirect reports</b>	0 / 0
<b>Reports to</b>	General Manager Development & Design		
<b>Date approved</b>			

## About CenITex

<b>Our Vision</b>	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
<b>Our Purpose</b>	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
<b>Our Values</b>	Our values are the foundation of our culture and guide how we work together: <b>RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE</b>

### Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

### Position Purpose

This position is responsible for asset lifecycle management planning for a specific platform and leading the development of technology roadmaps that leverage CenITex's competitive advantage. It will work collaboratively with key stakeholders and develop business cases for existing and future technologies, tools and training for consideration by the business.

### Key Accountabilities

- Lead the development of technology roadmaps in platform of expertise to leverage CenITex's competitive advantage.
- Identify and investigate opportunities to introduce emerging technologies that enhance our customer focus and delivery of efficient solutions.
- Promote and influence organisational uptake of emerging solutions and provide subject matter advice and guidance in area of expertise.
- Develop business cases and proposals, in consultation with stakeholders, for the implementation of new solutions, tools and training, that clearly define the value proposition for the investment and benefits that can be delivered
- Participate in long-term strategic planning for service requirements.
- Work with enterprise architecture to develop the future technology strategies, standards and technologies
- Review customer proposal validating the technology solution and estimated resource effort in consultation with relevant stakeholders.
- Collaborate with stakeholders to continually evaluate effectiveness of implemented solutions and promote continuous improvement in area of expertise.
- Any other duties as reasonably directed by CenITex.

## Key Selection Criteria

### 1. Specialist Expertise and Experience

Strong technical knowledge and experience working with End User Computer technologies, and a demonstrated commitment to ongoing development of knowledge.

### 2. Specialist Expertise and Experience

Demonstrated experience in identifying, evaluating and recommending new and emerging technologies, including development of technical roadmaps.

### 3. Research, Analytical and Problem Solving Skills

Strong research, analytical and problem solving skills, with proven ability to consider issues from different perspectives and draw commercially sound recommendations.

### 4. Strategic Planning

Strategic thinker and commercially astute, with an ability to see the 'big picture' and deliver outcomes in accordance with strategic direction.

### 5. Communication and Influence

Excellent communication and interpersonal skills with the ability to credibly communicate, negotiate and influence outcomes at all levels of an organisation.

## Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- ITIL Certification.

## Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

## Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.