POSITION DESCRIPTION
Coordinator IT Support and Infrastructure (POS1079)

Directorate:	City Corporate	**Department:**	Information Management	
Position Grade:	18	**Reports to:**	Manager, Information Technology	
Last review:	January 2020	**Next review:**	January 2022	**Version No.:** 2.0

Position purpose:

The Coordinator IT Support and Infrastructure coordinates and manages Council's Information Technology (IT) Service Desk and Infrastructure Environment. As a subject matter expert for Council the role will provide advice, solutions, recommendations and guidance across cyber security, IT and Infrastructure related functions.

Key accountabilities/responsibilities:

Responsible for:

1) The establishment of various Service Level Agreement (SLA) functions that include defining SLA's with end users to clearly outline problem resolution timeframes and expectations; provide and enforce escalation processes and recommendations for system improvements based on request trends with the overall goal of constantly improving productivity, enhancing excellence in communication and ensuring customers' expectations are met or exceeded.

2) The creation and maintenance of various documentation types i.e. usage guides, factsheets, policies, and procedures for use by end users across the organisation, including the service desk team, that help increase computer literacy, self-sufficiency and compliance of Council's systems.

3) Supports multiple hardware and systems with applications of medium to high complexity for multiple concurrent users whilst ensuring control, integrity, accessibility as well as evaluating future technologies and formulating recommendations for software and hardware upgrades.

4) Reviews and analyse performance measures, target objectives, business plans and KPIs to evaluate performance against benchmarks and to design, develop and implement ways to reduce costs, improve performance and to deliver high quality service across IT and the infrastructure environment.

5) Provides technical support by liaising between internal stakeholders to provide critical operational insight to upcoming implementations and strategies that include validation of ongoing solutions for supportability

6) Leading initiatives, projects and implementing changes designed to develop and enhance monitoring while building additional capabilities, improve system reliability and performance while minimising impact to production operation.

7) Contributing, developing and implementing of short and long-term planning efforts which include: projecting Council's future IT infrastructure needs as well as creating and maintaining metrics around systems and to institute a process for continuous improvement to meet the dynamic needs of stakeholders and the unit.

8) Performing installations, service desk 2 functions, assessments, deploying service packs and routine tasks for infrastructure systems which include but not limited to backups, patch management and hot fixes.

9) Ensuring security, backup recovery and preventive measures are in place and taking proactive action such as maintaining, monitoring and implementing: cyber security, firewalls, performing intrusion detection analysis, updating patches, updating network and systems, reviewing antivirus applications, developing disaster recovery plans, analysing audit trails, investigating gaps and weaknesses and ensuring to report and escalate serious security breaches.

10) Generating and validating IT system baselines whilst ensuring IT and network system security baselines are met and security improvement measures are implemented across server, LAN/WAN environments as well monitoring data integrity.

11) Analyse workload and utilisation patterns across a variety of platforms and environments to identify modifications and upgrade requirements.

12) Engaging with stakeholders across Council to understand their business needs and to provide subject matter expertise, recommendations, solutions and guidance on IT service desk and infrastructure environment related matters.

13) Managing staff performance and providing good mentoring while encouraging staff to work in a collaborative, learning environment that promotes communication, transfer of knowledge and learning by identifying and developing training procedures and policies that ensure team members receive training on best practices in handling service desk related issues and technical know-how that improve overall performance.

14) The creation and achievement of Key Performance Indicators reports, for internal and Senior Management review, based on various SLA's and the strategic direction of the IT Department with regular analysis performed against incidents that are tracked, resulting in performance improvement of the Service Desk team and infrastructure environment in delivering customer service, processes and resolution of root cause issues.

15) Identify and implement improvements to the Service Desk incident logging system ensuring Service Desk staff are using the incident logging and knowledge management tools correctly, assisting with creating repeatable and standardised practices and processes that drive down incident levels and provide feedback in improving the usability and reliability of Council's systems.

16) Implementing and maintaining sound risk management practices within sphere of accountability and authority by identifying, evaluating, managing and escalating risks as required.

17) Ensure staff are aware of and adhere to the policy and enterprise risk management framework (only required there is a direct reporting line to the people leader/risk owner)

18) Other duties as directed and authorised by Manager, Information Management

Decisions made in the position:

1) Up to $10,000.00 delegation of authority

2) Approval of timesheets

Decisions referred:

1) Appointment and dismissal of staff

2) Expenditure over delegated limit

Key issues/challenges:

1) Budgetary constraints

2) Various levels of technical expertise within the Service Desk team

3) Increase knowledge base to facilitate job growth and expertise of staff

Key working relationships:

- Manager, Information Technology
- IT Service Desk Staff
- Systems & Network team members

- CEO, Directors and Councillors
- GIS and Business Engagement teams
- External vendors and suppliers

POSITION SPECIFICATION
Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Relevant formal qualifications in information technology or suitable business orientated degree and/or equivalent industry experience gained by practical application over a minimum of 7 years
- Driving License Class C (Car)
- Certifications in Microsoft technologies, ITIL or ITSM

Experience

- Proven experience in creating, documenting, communicating and achieving customer focused Service Level Agreements that meets both the customers' expectations utilising available resources
- Proven experience in creating and maintaining various technical and operational documents including policies, procedures, user guides, factsheets and documentation
- Proven experience in the maintenance of IT infrastructure systems, such as performing backups, patch management and hot fixes.
- Proven experience in providing mentoring to team members, creating a knowledge and learning environment and developing staff development programs geared toward service desk performance improvement
- proven experience in ensuring network system security baselines are met and security improvements are implemented across the LAN/WAN environments
- Proven experience in implementing incident and knowledge management systems resulting in identification and standardisation of processes improving Service Desk performance
- Proven experience working in a team-oriented, collaborative environment, with the ability to motivate and inspire others with exceptional customer service orientation

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Detailed knowledge of Service Desk incident and knowledge management system
- Proven analytical and problem-solving abilities to effectively prioritise and execute tasks in a high-pressure environment
- Exceptional and effective interpersonal and written communication skills across a wide variety of customers and stakeholders
- Committed and flexible team member and leader with the ability to manage time, establish priorities, meet deadlines and work independently as required

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Experience with project management
- Extensive experience and understanding of networks (LAN/WAN/MAN), server technology (Hyper-V, SAN) and Council specialised software (Pathway, Tech1)

LIVERPOOL CITY COUNCIL.

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous