

## Position Description

<b>Job title:</b>	Manager, Information, Communications & Technology
<b>Team:</b>	Finance & Corporate Services
<b>Reporting to:</b>	Executive Manager, Finance & Corporate Services

### **About the organisation:**

The Royal Agricultural Society of Victoria (RASV) enables communities to celebrate their passion and celebrates excellence in Victorian agricultural produce through world-class programs and events connecting industry with consumer.

### **About this role:**

The key objective of this position is to develop and implement an ICT strategy encompassing the design, development, implementation and security of all systems, applications and infrastructure to maximise business outcomes.

### **Key responsibilities:**

#### ***Strategic Leadership and Vision***

- Develop and implement an ICT strategy and operational plan which will deliver across all layers of the technical landscape that makes up the organisation;
- Oversee the ongoing CRM software development lifecycle including the strategic direction, project timelines and deliverables, training and knowledge management;
- Develop and implement protocols to ensure compliance with legislative, licensing and insurance obligations.
- Develop, track and control the information technology annual operation and capital budgets;
- Assess and communicate risks associated with ICT investments and ICT strategic direction;
- Develop business case justifications and cost benefit analyses for ICT spend and initiatives.
- Develop, implement and monitor appropriate policies and procedures for the use and security of all ICT equipment and systems.
- Demonstrate a strong customer focused attitude with the ability to design and implement systems with end user satisfaction in mind.

#### ***Infrastructure and applications management***

- Design, establish and maintain a network infrastructure to ensure staff, customer and client connectivity needs are accommodated;
- Direct development and implementation of enterprise-wide data retention and disaster recovery procedures;
- Ensure effective and continuous delivery of all ICT services, focusing on maximising systems availability;
- Address infrastructure issues with a view to developing strategies to enable the implementation of future technology requirement;
- Maintain a safe and secure Network and Systems that comply with all applicable data protection requirements.
- Develop, manage and monitor disaster recovery and business continuity plans to ensure successful implementation if required.

## Position Description

### ***Internal Stakeholder Relationship Management***

- Lead and manage the day-to-day operations of the information technology team including directing support staff, network operations, external hosting, user services, telecommunications and other information technology functions;
- Provide regular reporting to the Executive and Board;
- Provide briefings and compliance reports to the Audit & Risk Board Sub-Committee and the Board as required;
- Provide high level expertise and leadership and actively manage the promotion of technology awareness and competence throughout the RASV;

### ***External Stakeholder Relationship Management***

- Review long and medium term ICT procurement decisions to ensure alignment with RASV strategic direction and foster innovation to deliver a sound business fit;
- Participate in vendor contract negotiations for all new computer equipment and software purchased for the organisation.
- Negotiate, consult and communicate with clients, industry/professional organisations and external suppliers

### **Key competencies of the role:**

- A tertiary qualification in computer science, information technology, or other related field.
- Strong and credible experience developing ICT strategy and leading the development of complex technology projects within Microsoft platforms (10+ years).
- Experience with Microsoft Azure would be well regarded
- Considerable knowledge of business theory, business processes, contemporary ICT practices and how these can translate to RASV developing a leading edge strategic direction.
- Substantial exposure to data processing, hardware platforms, enterprise software applications and outsourced models.
- Experience with systems design and development from business requirements analysis through to day-to-day management.
- Demonstrated capacity to identify emerging issues and identify an appropriate strategic approach in partnership with key stakeholders.
- A strong grasp of project governance, scope management, risk and stakeholder management
- Outstanding relationship management skills with the ability to take people on a change journey.
- A record of achievement in driving change and contemporising business approaches.
- Proven ability to project-manage and stimulate genuine participatory processes within the organisation.
- A record of achievement at a senior level contributing to and creating the vision for the future.
- Strong leadership skills and demonstrated experience in leading, managing and developing people, and coordinating business activities and resources to deliver stated business outcomes.
- Ability to set the direction, delegate activities, promote innovation, foster and maintain high team morale.
- Demonstrated ability to think and act strategically and implement change through ICT transformational initiatives.
- High level conceptual and analytical skills, with the ability to think laterally and creatively.
- Strong writing skills with the ability to build persuasive arguments.
- Ability to present ideas in business-friendly and user-friendly language.
- Commercially astute with a strong knowledge of budgeting and business finances.

## Position Description

- Sound knowledge of applicable laws and regulations as they relate to ICT.
- Ability to build trust and constructive relationships and gain the respect and commitment of the Executive, Audit & Risk Committee, Board, staff and key external stakeholders.
- Results oriented with a strong focus on continuous improvement and quality control.
- Exceptionally self- motivated and self-directed and a high degree of initiative.

### **Organisation compliance:**

- All employees are required to have and maintain a current Working with Children Check
- Be available to work all 11 days of the Royal Melbourne Show
- Work additional hours in the lead up and during events
- Adhere to RASV's Code of Conduct, policies and values.