

Role Description

IT Applications Manager

Cluster	Department of Planning & Environment
Agency	
Division/Branch/Unit	Taronga Conservation Society Australia
Location	Taronga Zoo
Classification/Grade/Band	Clerk Grade 11
Kind of Employment	
ANZSCO Code	Xxx
PCAT Code	Xxx
Date of Approval	December 2018
Agency Website	www.taronga.org.au

Agency overview

The Office of Environment and Heritage (OEH) cares for and protects NSW's environment and heritage, which includes the natural environment, Aboriginal country, culture and heritage, and built heritage. **Taronga Conservation Society Australia** (Taronga) forms part of the OEH. Taronga's vision is to create a shared future for wildlife and people. Through our efforts we protect endangered species, increase understanding of wildlife and inspire community action.

Primary purpose of the role

The IT Applications Manager is the focal point for managing implementation, governance, and support of core applications at Taronga. The position is responsible for effectively analysing, planning, organizing, and leading teams in support of production applications while managing risk, workload, scope, capacity, schedule, and budget.

This position also works closely with project sponsors, business and technical partners, subject matter experts, end users, technical resources (internal and third-party vendors), senior management, and executives in the delivery and support of applications that ensure that the needs of business users are fully addressed, and continuous improvement is being achieved.

Key accountabilities

- Managing an application portfolio and associated projects.
- Identifying opportunities for application optimization, redesign, or process improvement - focused on collaboration systems and internal tools.
- Providing application administrative support across applications as needed.
- Partnering with business stakeholders, vendors, and IT management to provide a strategic vision for new and supported applications and create system roadmaps and business processes.
- Addressing the various needs, concerns, expectations of stakeholder groups in planning and executing projects, meeting project requirements and creating project deliverables.
- Balancing competing project constraints including but not limited to scope, quality, schedule, budget, resources and risks in order to accommodate the needs of each user/customer.
- Building a strong technical culture around our business systems that emphasizes technical excellence, rapid iteration, strong security, and frictionless user experiences.
- Manage application maintenance outsourcing & software contract agreements; Implement and monitor standards around scope management, financial management, service level agreements (SLA), ensure compliance to mitigate risk, increase service/business Impact & reduce costs.

Key challenges

- Engage and influence a diverse range of stakeholders to ensure service delivery meets business objectives
- Negotiate and monitor delivery of services that meet the needs of the client

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">▪ Provide expert strategic and technical advice to the CIO to influence decisions regarding ICT initiatives and innovation
Clients/customers	<ul style="list-style-type: none">▪ Provide strategic advice for business improvement▪ Resolve issues and provide solutions to problems▪ Provide ICT services
Work team	<ul style="list-style-type: none">▪ Represent work group perspective and share information▪ Lead discussions and decisions regarding implementation of innovation and best practice▪ Inspire and motivate team, provide direction and manage performance
External	
Industry leaders	<ul style="list-style-type: none">▪ Provide agency vision to promote agency perspective within the industry▪ Capitalise on innovation and best practice

Role dimensions

Decision making

- This position is empowered to make decisions within standard operating procedures and Taronga policies and procedures.
- Decisions outside of this scope are to be escalated to the Manager, Information Technology Operations.
- This role is expected to follow management instructions and uphold Taronga's Code of Conduct, Policies, Procedures, Charters (WHS, Customer Service and Animal Welfare) and Environmental Sustainability endeavours.
- Take reasonable care of own safety and ensure own conduct does not adversely affect the health and safety of others.
- Project a positive company image, work constructively as a Taronga team member, and report Taronga Compliance breaches.

Reporting line

This position reports to the IT Operations Manager.

Direct reports

This role currently has 2 direct reports – Web Dev and Applications Support Officer

Budget/Expenditure

The position has no delegated financial sign off authority

Essential requirements:

- 5+ years of experience in an Applications Manager or similar role preferably supporting SaaS applications.
- 2+ years of Vendor management.
- Deep hands-on experience with application implementations, enhancements, and integrations.
- Experience managing ticketing, CRM, ERP (SAP) systems is an advantage
- Proven functional experience with business units including Employee Communications, Engineering, IT.
- Strong communication skills, with the ability to clearly explain system changes and functionality to all employees across Taronga.
- Experience setting up ongoing procedures for collection and review of project statuses and goals.
- Excellent verbal and written communication skills.
- A current (or able to obtain) volunteer NSW Working with Children Check (at own expense)
- NSW Drivers Licence




Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework



This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

Capability summary


Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Business Enablers	Finance	Intermediate
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Strategy and Architecture - Advice and Guidance	Level 5 - CNSL
	Consultancy	
	Business Change - Relationship Management	Level 6 - RLMT
	Stakeholder Relationship Management	
	Procurement and Management Support - Supply Management	Level 6 – SURE
	Supplier Relationship Management	
	Client Interface - Client Support	Level 6 - ACMG
	Account Management	

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial win/win outcomes • Show sensitivity and understanding in resolving acute and complex conflicts • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Strategy and Architecture Advice and Guidance	Level 5 CNSL	CONSULTANCY (CNSL) – Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited
Business Change Relationship Management	Level 6 RLMT	STAKEHOLDER RELATIONSHIP MANAGEMENT (RLMT) – Supports business change, acting as a single point of contact for senior stakeholders, facilitating relationships between them. Ensures that stakeholders understand available IT services, and promotes financial and commercial awareness in order to deliver value-for-money. Conducts analysis of demand for services and influences stakeholders to ensure that the necessary investments are made to deliver required services. Negotiates at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined. Oversees monitoring of relationships including lessons learned and appropriate feedback. Initiates improvement in services, products and systems

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Procurement and Management Support Supply Management	Level 6 SURE	SUPPLIER RELATIONSHIP MANAGEMENT (SURE) – Influences policy and procedures covering the selection of suppliers, tendering and procurement, promoting good practice in third party management with respect to information security. Deploys highly developed commercial skills to identify external partners, engaging with professionals in other related disciplines (e.g. procurement specialists, lawyers) as appropriate. Is responsible for defining commercial communications, and the management and maintenance of the relationship between the organisation and the supplier. Measures the perception about how services are delivered, how this influences the performance of the supplier and their perception of own organisation’s performance. Ensures that processes and tools are in place to conduct benchmarking. Conducts supplier analysis and assesses effectiveness across the supply chain. Promotes good practice with regard to third party information security
Client Interface Client Support	Level 6 ACMG	ACCOUNT MANAGEMENT (ACMG) – Builds long-term, strategic relationships with the largest client organisations (internal or external). Maintains a strong understanding of the clients’ industry and strategy. Encourages and assists clients in the formation of IT strategies, providing them with access to senior management and subject experts in the supplier organisation and elsewhere. Acts to ensure that clients are offered products and services in line with the strategy. Manages colleagues in their dealings with clients; initiates procedures to improve service to and relationships with clients. Oversees the management and planning of business opportunities. Influences the development and enhancement of services, products and systems