



## Position Description:

<b>Position title, Grade, level</b>	IT Operations Manager, Band HT 4
<b>Team</b>	Business Performance
<b>Number of direct reports</b>	Nil
<b>Incumbent</b>	
<b>Immediate manager</b>	IT Service Manager
<b>Manager-one-removed</b>	Manager Information Systems

### Role purpose

- **This position is a member of Hydro Tasmania’s Business Performance team and the role requires a whole-of-business perspective. The purpose of the Business Performance team is to contribute to efficient and effective business performance across the Corporation through cost effective and customer focused systems for information management, human resource management, safety and environmental management and other business support.**
- **The specific role of the Operations Manager is accountable for the day to day infrastructure operations to provide delivery of systems and services in order to meet or exceed agreed service levels, which includes:**
  - **Customer requests;**
  - **Fault resolution;**
  - **Policy creation/interpretation;**
  - **Facilities Management;**
  - **Operations Control;**
  - **System change control;**
  - **System outage management;**
  - **Practice auditing; and**
  - **Customer relationship management.**

### Organisation requirements



**All positions within Hydro Tasmania will support the achievement of our vision. Dealing successfully with our colleagues, customers and the community requires all employees to act in accordance with the company’s stated values.**

**You are required to comply with all relevant legislation, laws, regulations, standards, codes and Hydro Tasmania policies and procedures.**

**While at work you must take reasonable care of your own health and safety and the health and safety of other people, including people working under your supervision or direction who may be affected by your acts or omissions at the workplace in accordance with current Tasmanian Workplace Health and Safety Legislation.**

---

**Role accountabilities** (feeds into KRAs in PDR process)

---

**People accountabilities**

---

**1. Proven experience and ability in working as a team member,**

including:

- Demonstrating alignment with Hydro Tasmania’s values and policies by values-based decision-making.
- 

**2. Contributing to the effectiveness of the Business Performance team,**

including:

- Participating productively as a member of the Information Systems team;
  - Working collaboratively across the Corporation;
  - Maintaining an open and mutually supportive relationship with all members of the Information Systems team;
  - Demonstrating alignment with the agreed team behaviours; and
  - Building and successfully managing all relationships relating to the purposes of role.
- 

**3. Building strong customer relationships**

including:

- Actively engaging with customer and understanding their business and needs;
  - Involvement in developing and communicating agreed service levels with customers;
  - Managing customer expectations and prioritising demands; and
  - Liaising with other service providers on operational requirements and service delivery.
- 

**Technical accountabilities**

**4. Delivering day-to-day IT operational services to the business**

including:

- Demonstrating good cost control in the day-to-day management of operationally related expenditure on services and equipment including invoices, documentation, contracts and licenses;
  - Provide advice to customers on IT standards and policies;
  - Actively seek operational cost reduction opportunities;
  - Governance and application of ITIL processes for service management as appropriate;
  - Maintain control/oversight of the operational environment to ensure agreed service levels are maintained;
  - Work with key service providers to ensure delivery to SLA’s;
  - Provide an escalation point for customer service issues;
  - Liaising with key vendors for provision of goods and services;
  - Be available on call in the event of computer system anomalies to approve change requests and the implementation of corrective action;
  - Participate in disaster recovery planning and undertake business continuity actions when required; and
  - Developing and maintaining pragmatic business procedures to deliver efficient customer service.
-

**5. Ensure the efficient operations of the desktop asset fleet**

including:

- Development, implementation and operation of an effective asset management process including procurement and inventory management, asset allocation and disposal, asset tracking and documentation;
  - Establish, monitor and control the desktop asset budget; and
  - Development, implementation and review of technology standards.
- 

**6. Undertaking administration of core infrastructure and related records**

including:

- Administration of software licensing records;
  - Management of hardware and software warranties;
  - Working with service providers and staff to ensure change control processes and procedures are established and adhered to; and
  - Administration of service provider contracts.
- 

**7. Undertaking work on small IT projects as required**

including:

- Development and review of requirements definitions;
  - Evaluation of solution options;
  - Estimation of work effort and costs;
  - Assistance with transition/handover documentation and processes;
  - Undertaking assigned project tasks; and
  - Input to and review of functionality testing and process documentation.
- 

**8. Developing and maintaining knowledge of current and future IT industry trends**

including:

- Data centre technology including server, storage and IT facilities;
  - Data networks and converging telecommunication technology;
  - Service Management procedures and industry trends, e.g. ITIL; and
  - Desktop and handheld device hardware and software trends.
- 

**Scheduling accountabilities**

---

**9. Taking accountability for the delivery of outcomes,**

including:

- Undertaking assigned tasks and project work as required; and
  - Proactively support achieving the outcomes of Business Performance business improvement initiatives; and
  - Taking corrective actions as required.
-

**10. Ensuring compliance with Statutory and Regulatory requirements and Corporation policies,**

including:

- Regularly reviewing that all the necessary arrangements are in place to ensure compliance.
- 

**Management authorities (if appropriate)**

- VARI authorities in respect of direct reports, i.e.:
    - **V**eto, with reason, the selection of new team members;
    - **A**ssign tasks to team members;
    - **R**eview personal effectiveness and recommend any merit award; and
    - **I**nitiate removal from own team.
- 

**Delegations**

- Per Hydro Tasmania Delegations Manual
- 

**Selection Criteria**

**Qualifications**

1. Tertiary qualifications in an appropriate discipline; OR
2. Equivalent experience.

**Knowledge, skills and abilities**

1. Demonstrated capability to fulfil the people, technical and scheduling accountabilities of the role;
  2. A demonstrated commitment to values based decision making;
  3. Strong business acumen;
  4. A collaborative approach with the ability to build effective partnerships within own team, across the organisation and with service providers;
  5. Strong influencing skills with the ability to listen, understand and modify positions to achieve mutually acceptable outcomes;
  6. Problem solving and analytical skills covering technical and complex operational problems in the context of ambiguity and change;
  7. Demonstrated ability to work unsupervised;
  8. Demonstrated capability in the implementation and adherence to methodologies and procedures for system life cycles;
  9. Maintain a safe work environment; and
  10. A track record in delivering outcomes.
-