



College of Intensive Care Medicine of Australia and New Zealand
ABN 16 134292103

POSITION DESCRIPTION

POSITION TITLE:	ICT Manager
UNIT:	Corporate Services
EFFECTIVE DATE:	
EMPLOYMENT STATUS: <i>(full-time, part-time)</i>	Full time or flexible arrangement 0.8 or above

INCUMBENT:	
SIGNATURE:	DATE:

MANAGER:	Julia Harper
TITLE:	Chief Executive Officer
SIGNATURE:	DATE:

1. ORGANISATIONAL CONTEXT

The College of Intensive Care Medicine (CICM) is the body responsible for intensive care medicine specialist training and education in Australia and New Zealand. The College provides a training program of high quality, supervision in practical aspects of training, administration of the written and clinical examinations and workshops.

Reporting to the Chief Executive Officer, the purpose of this position is to provide leadership, strategic and operational direction in the areas of Information and Communication Technology (ICT) to support core business functions such as Education and training and Fellowship Affairs and the broader strategic objectives of the College.

The College has recently endorsed a new strategic plan and a digital strategy which sets out an ambitious transformation agenda over the coming years relating to digital investment and maturing College operations relating to the use of technology.

This role gives an ICT leader the opportunity to mature and embed strong technology foundations for the organisation, as well as the chance to implement digital innovation through a large transformation program.

2. RESULT AREAS

Primary Job Purpose

- To provide the College with strategic leadership within the Information and Communications Technology (ICT) function and manage external vendor relationships to deliver technology services, processes and systems that meet the needs of the College.

Key Responsibilities

Strategic

- Lead the ICT elements of the College's digital strategy implementation, including the scoping, phasing, requirements/specifications, implementation, resourcing and training for each initiative
- Establish and drive the technology strategy that is aligned with core business operations and College objectives.
- Lead a team of information professionals (internal and external) to deliver technologies to support the growth of the College.
- Advise the CEO and relevant governance bodies (Eg digital strategy steering committee) on future requirements and implementation progress.

Financial

- Prepare business cases and budgets for technology projects and initiatives. Prepare and manage the annual ICT budget.

Operations

- Manage the planning and delivery of the ICT infrastructure and services to internal staff and external users.
- Provide oversight of the day-to-day provision of technology services to the College, including the activities of ICT staff.
- Establish and mature ICT governance including policies and procedures, training, compliance, performance, risks, reporting and benefits/outcomes tracking.
- Provide oversight of data management including data/cyber security and disaster recovery planning
- Lead, develop, support and manage staff in the ICT team including conducting quarterly performance reviews
- Manage external ICT vendors relationships and contract performance for the provision of outsourced IT services. Ensure services provided represent good value for the college.
- Effectively manage risk associated with ICT, including policies and procedures and mandatory training for all staff

Projects

Project Management

- Manage projects including the preparation of project plans, scope, time, cost, quality, resources and project deliverables.

- Lead and manage resources across the project, managing the interdependencies and overall costs and risks of the project.
- Monitor and control project implementation.
- Identify, report and manage project issues and project risks to the relevant stakeholders.
- Implement a communication plan to ensure all stakeholders receive regular on progress, issues and manage expectations.
- Identify potential solution options and preparation of option analysis and recommendations.
- Manage stakeholder relationships, expectations, including identification of possible risks ensuring that they are dealt with in a timely and professional manner.
- Manage testing of systems developed or acquired, to ensure systems are integrated, fit for purpose and meet requirements.

Governance, Leadership and Management

As an active member of the college management team:

- Report to the CEO and College Board on various matters.
- Produce and analyse relevant data to assist in strategic decision making.
- Provide strong and effective leadership to the key stakeholders to deliver strategic priorities.
- Lead other cross-functional management objectives
- Contribute to the annual budget process and deliver services within the agreed budget
- Participate in the ongoing performance development cycle for self and others
- Shape and implement overall performance objectives of the College
- Role model the College values through appropriate leadership behaviours and demonstrate commitment to those behaviours and associated actions
- Actively contribute to the broader strategic progress and supporting management decisions required of the College.
- Contribute to staff development, safety, and wellbeing.

Other

Other activities as required to support the CEO and the Leadership Team in the execution of their duties, which may include preparation of reports, policies and presentations.

3. WORKING RELATIONSHIPS

Chief Executive Officer	Internal	<ul style="list-style-type: none"> • Discuss strategic IT decisions • Provide updates on progress of all result areas • Presentation of options and recommendations regarding possible solutions • General liaison and participation in discussions as required
General Managers	Internal	Liaise with General Managers to: <ul style="list-style-type: none"> • Discuss strategic initiatives and requirements

		<ul style="list-style-type: none"> • Work collaboratively on technology enabled projects • Consult as regards future ICT services
Manager, Business Transformation	Internal	<ul style="list-style-type: none"> • As above – this individual leads the overall digital transformation program
Reports analyst & Online Learning Administrator	Internal	<ul style="list-style-type: none"> • Direct Report
ICT Systems Administrator & Support	Internal	<ul style="list-style-type: none"> • Direct Report
College staff	Internal	<ul style="list-style-type: none"> • Liaise with College staff to collate, revise and shape future ICT service requirements. • Act as escalation point for College staff for any issues relating the Members Database and other ICT systems.
External IT Vendors	External	<p>External IT vendors currently include (but not limited to) Bonntech, Revium, Formition, Flexnet and Dolphin.</p> <ul style="list-style-type: none"> • Manage performance of contracts • Liaise with external providers to: <ul style="list-style-type: none"> ○ Obtain quotes for projects or work to be completed ○ Deliver and/or implement an IT solution ○ Provide enhancements or fix defects ○ On-going support for the College's technology systems.

4. AUTHORITY LEVELS

The incumbent is expected to use initiative to handle standard aspects of the job, prioritise workload, and decide which matters require the input from the CEO and/or leadership team.

5. SELECTION CRITERIA

Education/Qualification

- A recognised tertiary qualification in an appropriate discipline (preferably Information Technology, Information Systems or similar).

Knowledge/Skills/Experience

Essential

- Able to work collaboratively as part of a team and under pressure
- Demonstrated ability to execute and deliver technology strategy and the ability to manage ICT projects across multiple applications and technology platforms
- Solid understanding of project management and software development lifecycles
- Demonstrated experience in evolving business operations, with a focus on improving business productivity and process improvement

- Strong communication, influencing and presentation skills (verbal & non-verbal)
- Experience in internal and external stakeholder management, including contract and performance management
- Excellent analytical and problem-solving skills
- Successful track record in leading a team and developing direct reports to reach their potential
- Experience in successful implementation of core ICT requirements to meet risk, security, reporting, governance and performance expectations

Desired

- Experience in higher or clinical education entities
- Experience in membership organisation including engagement and business model implications
- Ideally have Project Management certification
- Professional use of Office tools (i.e. Excel, Word, PowerPoint)
- Professional use of Project Tools (i.e. MS Project)
- An understanding of databases
- Experience in improvement methodologies such as design thinking, lean or agile.