

Position Description

Supreme Court of Victoria



Position Details			
Title:	Business Solutions Leader		
Contract:	Morgan Consulting		
Business Unit:	Supreme Court of Victoria / Funds in Court		
Salary Range:	\$118,908 – \$139,017 + superannuation	Grade:	6.1
Employment Status:	Full Time 12 months (38 hours per week)	Last Updated:	November 2018
Reports To:	ICT Manager		
Location:	5/469 La Trobe Street, Melbourne VIC 3000		

Position Purpose
<p>The Business Solutions Leader is a senior member of the ICT Services Team. This position is primarily responsible for the expert development and management of vendors, major projects, architectural design and innovation leadership in consultation with the executive management team and office staff. It is expected that this role will establish and leverage key partners, establishing solutions to drive productivity gains.</p> <p>The position is a specialist technology leadership and change agent role incorporating a range of technology disciplines and vendor management, and will act as the delegate of the ICT Manager as required.</p> <p>The position reports to the ICT Manager.</p>

Key Accountabilities
<ul style="list-style-type: none">• Develop the enterprise architecture of the FIC organisation and ongoing future roadmap.• Contribute to staff awareness of emerging technology capabilities and drive enterprise and solution architecture decisions to enable FIC to leverage these technologies in support of business strategy.• Development, delivery and reporting of all assigned projects (including major programs of work).• Budget and delivery accountability for assigned initiatives.• Ongoing enhancement and implementation of IT processes and IT Governance framework assisting the IT Steering Committee and ICT Manager supporting the business strategy.• Vendor management – establish strong relationships with partners supported by documented and monitored service level agreements.• Establish and monitor internal IT service levels and drive improvement initiatives.• Contribute to and develop key IT policies and procedures to build strong IT working foundations.• Provide assistance to the ICT Manager in:<ul style="list-style-type: none">○ The day-to-day management of the ICT Services section and act in their absence.○ Evaluating alternatives, performing appropriate cost benefit analysis, and recommending solutions that maximize effectiveness and minimise costs commensurate with acceptable risks.○ Determining opportunities for improvement of the current ICT system, and assess future ICT needs by consulting with people at all levels of the organisation and recommend changes.

- Liaising with relevant stakeholders to ensure FIC's ICT assets and information are appropriately secured at all times, addressing issues such as cyber and internal security and system interfaces.
- The implementation of technical policies, procedures and standards for ICT services.
- Provide reporting (as required) to the ICT Manager on matters of governance, risk, security and administration within ICT.
- Assist with Office's Business Continuity Plan, Security Management and Procurement Management.
- Actively contribute to the ICT Services Leadership Team and manage the implementation of process improvements, enhancements, projects within its work unit to achieve service excellence.
- Other duties, as assigned by the ICT Manager.

Qualifications/Technical Expertise

- Tertiary IT or IT related degree.
- Advanced information technology and business systems management experience, including Vendor Management, IT Operations, IT Service Management and various software development lifecycle methodologies.
- ITIL certification (Desired: Practitioner or above).
- Strong technical expertise and across a broad range of technology components such as integration, Microsoft .NET framework, Microsoft Azure and associated components, Network infrastructure and Data Centre / Comms room management, and Voice solutions supporting contact centre requirements.
- Demonstrated skills or ability in the analysis of business requirements, the design of effective solutions and the development of complex technical specifications.
- Demonstrated ability to contribute to the implementation of business change and to maintain a positive solution-oriented approach.
- Demonstrated ability to design systems in a modern IT environment ideally including experience with on premise, Data Centre and cloud solutions.
- Demonstrated experience and ability to work in an effective team environment incorporating IT project teams and support, including effective communication and interpersonal skills.
- Knowledge of, or ability to acquire, financial systems relating to Common Funds, Investments and Share Portfolios.

Key Capabilities	
Knowledge & Skills	<ul style="list-style-type: none"> • Extensive knowledge and experience in: ICT infrastructure design and implementation and system analysis, design and development. • Considerable experience negotiating and operating vendor relationships and deliverables. • Considerable leadership experience with the ability to guide, direct, inspire and manage diverse teams in day-to-day operations to achieve integrated, efficient and timely delivery of services to and for the Judiciary and for persons under disability. • Excellent communication skills, including report writing and presentation skills, strong attention to detail, and the ability to explain complex concepts in a clear logical manner. • Team player with strong interpersonal skills that demonstrate a proven record of success in influencing and negotiating with multiple stakeholders for the accomplishment of outcomes as required. • Demonstrated analytical ability to identify improvements to business process and practices through the delivery of technology solutions that fulfill business requirements. • Proven ability to think laterally and solve problems technically and functionally. • Strong understanding of project scheduling along with experience in procurement of skills and resources to meet project requirements. • A strong results orientation, resilience and a positive approach to issue resolution.
Personal Qualities	<ul style="list-style-type: none"> • Driven by genuine customer service ethos and able to inspire the same in others. • Trustworthy, fair, honest, ethical and professional integrity. • Articulate, clear communicator and good listener. • Sensitive to the needs of persons under a disability. • Committed to professional values. • Astute judgment.

About the Supreme Court of Victoria

The Supreme Court of Victoria is the highest court in Victoria and comprises the Court of Appeal and the Trial Division. The Court deals with major criminal and civil matters, plus appeals against decisions of lower courts.

Our Goal

To be an outstanding superior court.

Our Purpose

To safeguard and maintain the rule of law, and to ensure:

- equal access to justice;
- fairness, impartiality and independence in decision-making;
- processes that are transparent, timely and certain;
- accountability for the Court's use of public resources; and
- the highest standards of competence and personal integrity.

Funds in Court (FIC) is a self-funded division of the Court, whereby all funds paid into Court are held, invested, and administered by the Senior Master, who is an Associated Judge. The Senior Master holds funds, investments and assets, principally for persons under disability. Please visit FIC (www.fundsincourt.vic.gov.au) for more information on our organisational context.

Additional Information

- Leave may be restricted during the financial year.
- Flexible working conditions may be negotiated (non-judicial staff only).
- All appointments are subject to reference checks and the receipt of a criminal record check.

Employee Obligations

Occupational Health and Safety

The Court aims to maintain a safe, healthy and secure work environment for the Judiciary, all employees, jurors, clients, visitors and contractors. Achieving this aim is the responsibility of all of us. We all have the opportunity on a daily basis to ensure we support health and safety practices.

Respect in the Workplace

The Court values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. Employees of the Court must show respect for each other, the judiciary, visitors and contractors by treating them fairly and objectively and ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying.

The Supreme Court of Victoria is an equal opportunity workplace.

Employee Acknowledgement

I acknowledge that I will comply with all applicable legislation including the Occupational Health and Safety Act, Public Administration Act, Victorian Public Service Enterprise Agreement 2016. I further acknowledge that I will abide by and perform my duties in accordance with the Code of Conduct for Victorian Public Sector Employees and the policies and procedures of Funds in Court, the Supreme Court of Victoria and Court Services Victoria (as applicable to FIC).

Name: _____

Signature: _____

Date: ____ / ____ / ____