Position Title:	**IT Manager**
Incumbent:	**Position Vacant**
Reports to:	**General Manager Operations**
Direct Reports:	**One (with the possibility of up to three)**
Date:	**October 2015**

The Environment

1.   Background & Business Environment

Transport Certification Australia (TCA) is a national government body responsible for providing assurance in the use of telematics and related intelligent technologies, to support the current and emerging needs of Australian Governments.

TCA's mission is to provide assurance to governments, industry sectors and end-users in the use of telematics and related intelligent technologies to enable improved surface transport outcomes in productivity, safety and efficiency to be realised.

TCA provides three broad categories of service, providing opportunities to realise positive outcomes through the deployment of telematics and related intelligent technologies:

- **Advice** founded on a demonstrated capability to design and deploy operational systems and services as enablers for reform
- **Accreditation** in the type-approval and certification of systems and services that give confidence to all stakeholders
- **Administration** of programs for, and on behalf of Members and other relevant stakeholders.

TCA upholds and promotes the principles of the Policy Framework for Intelligent Transport Systems in Australia, which has been endorsed by Australian Governments.

2.   Our People

TCA promotes a culture of professionalism, innovation and integrity, with a commitment to accountability, quality and excellence in the delivery of all TCA programs and services.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds, to become a vital element of the TCA team.

We support our people through ongoing development and learning opportunities, and create a supportive team environment for all our staff. We strive to be an employer of choice.

TCA welcomes the opportunity to work with enthusiastic and committed people interested in what is an emerging area of strategic interest for Australian governments and other stakeholders.

The Role

3. Purpose of the Role

The position of the Information Technology (IT) Manager is a hands-on role that requires a strong and broad technical background to deliver outstanding performance across all operational areas to achieve TCA's purpose and function. The IT Manager will:

- Take full responsibility and accountability for the development, maintenance, security and delivery of IT systems deployed to support operational delivery. (Note: The Corporate Services division has responsibility for Corporate IT Systems)

- Be the IT technical expert to the operational environment to deliver the products and services necessary to ensure certification operations, recertification and audit activities

- For all aspects of TCA Service provider service delivery, be the technical and domain expert that assesses and advises on their IT related requirements

- Take full responsibility and accountability of the operational oversight of the requirements in TCA's suite of functional and technical specifications

- Develop, maintain and deliver certification, re-certification, operational and auditing processes for the IT requirements in TCA's suite of functional and technical specifications.

4. Major Responsibilities/ Accountabilities

- Ensure the readiness (inclusive security and stability) of IT operational systems and programs

- Develop, maintain and monitor IT security and best practice services to Operational programs under the National Telematics Framework

- Provide leadership, planning, development, evaluation, and co-ordination of IT Operational programs for certification, re-certification, audit and operations

- Hands-on responsibility for the IT Test & Management Applications including ongoing development, support and maintenance (software and documentation)

- Manage IT Operational related projects

- Conduct reviews and prepare written reports

- Participate and Contribute in the ongoing strategy development of programs under the National Telematics Framework as it relates to IT

- Manage external IT providers, consultants and contractors for successful delivery of IT engagements

- Co-ordinate website development and enhancements, as required

- Develop and maintain Quality documentation (policies and procedures) pertaining to IT operational environment and associated testing environments

- Take responsibility as a senior manager within the operations division.

- To maintain and adhere to Quality Systems processes and procedures associated with your role.

5. Key stakeholder interfaces

Internal

- The General Manager Operations will provide broad guidance on strategic direction

- Divisional Managers (colleagues) in operations, hardware and audit

- General Manager Corporate Services for the coordination and management of corporate IT systems and infrastructure and its interface with operational IT systems
- General Manager Strategic Development

  External

- Applicants and TCA Service Providers undergoing type-approval, certification, re-certification and audit
- Liaison groups (e.g. Member and TCA Service Provider), to ensure appropriate liaison within key stakeholders to effectively manage the IT Services
- Specialist groups (e.g. academic, industry research bodies), to obtain specialist technical advice.

6. Major Challenges of the role

Challenges associated with the position include:

- Ensuring efficient and effective re-certification and audit activities through constant review
- Ensuring certified and audited evidentiary standards to the provision of services are achieved
- Adoption of effective and efficient process and procedures are documented and adopted across the IT environment
- Maintain the highest documentation standards and ensuring confidence levels in operations as it relates to IT
- Providing expeditious response to stakeholders during the expansion of operations to ensure potential stress points are appropriately identified and managed.

7. Decision Making

The General Manager Operations will provide guidance on strategic direction.

- Within this framework, the IT Manager is expected to operate autonomously in regard to:
- Managing all aspects of the IT Services relating to the delivery of programs and services
- Engagement and coordination of external suppliers engaged for IAP IT Applications and Services
- Managing resources, including budget control and third party consultants from time to time as per the Delegations of Authority.

The Person

8. Qualifications, Knowledge and Experience

This role is for a motivated person with the initiative to take on challenges. The person should be focused and capable of maintaining an up to date understanding of broad IT issues and communicating them clearly to a diverse audience. The person will be able to operate in a dynamic environment and have the ability to develop and execute strict procedures and formal guidelines.

- Tertiary qualifications in a discipline such as Software Development or Information Technology (or equivalent experience)
- Demonstrated Project Management experience
- Proven experience with interpreting performance based functional and technical specifications
- Proven experience in the practical application of IT security issues and best practice

- Demonstrated skills in creating relevant procedures and processes that demonstrate a real understanding of the underlying requirements

- Experience in IT auditing or performing consultancy IT reviews is desired

- Management and understanding of complex application development Projects, such as secure, high volume data applications and multiple stakeholders across multiple organisations

- Knowledge of the legislative, administrative environment within which certification and audit processes operate

- Very good understanding of IT infrastructure, including the ability to provide guidance and direction to other staff and contractors.

- Business Case Development

- Very good oral and written communication skills

- Ability to develop and maintain effective working relationships with key stakeholders (internal and external to TCA)

- Ability to work in a strong, diverse and committed team

- Experience in Global Positioning Systems (GPS) is highly desirable.