



POSITION DESCRIPTION

POSITION: Manager – Information Systems and Technology

AREA: Finance & Contract Management

REPORTS TO: General Manager Finance & Risk

DIRECT REPORTS: Four (4)

CLASSIFICATION:

RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)

RWAV creates sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities. We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

OUR MISSION

Develop and deliver solutions to enhance rural, regional and Aboriginal communities' access to health workforce

OUR VALUES

It is integral for all of our employees to share in our values of **Respect, Accountability, Collaboration, Innovation and Resilience**

YOUR ROLE

The Manager - Information Systems and Technology role is to develop, manage and maintain the organisation's repository of information management systems and their integrations through best practices and the appropriate staffing and management of a technical and support team.

The role manages the operational and strategic network planning, makes recommendations, improvements, and maintenance for growth and security of the IT network infrastructure and systems.

The Manager - Information Systems and Technology is also responsible for planning and coordinating the processes and activities related to the development, delivery and integration of software programs, applications, third-party solutions and IT Infrastructure and hardware requirements as required to meet business needs.

KEY RESPONSIBILITIES

Strategy & Planning

- Develop and implement an Information Management Plan including risk identification and mitigation strategies to manage information across RWAV;
- Ensure that applications meet business requirements and systems goals, fulfil end-user requirements, and identify and resolve systems issues;
- Plan, execute, and manage the integration of new applications into existing systems and software throughout the organisation;
- Monitoring inventory of available hardware devices or computer accessories to assess purchasing needs;
- Review and analyse existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems;
- Collaborate with the technical experts and subject matter experts to establish the technical strategy and analyse trade-offs between usability and performance needs;
- Cultivate and disseminate knowledge of application-usage best practices;

Acquisition & Deployment

- Evaluate, install, configure, and deploy new applications, systems software, products, and/or enhancements to existing applications throughout the organisation;
- Document business processes, functional and non-functional requirements, user stories, acceptance criteria, User Cases, requirements traceability, screen and interface designs, test planning and test cases;
- Collaborate with analysts, architects, developers and system owners in the development and testing of new software programs and applications;
- Ensure that any new system integration into business systems meets functional requirements, system compliance, and interface specifications;
- Liaise with developers, software suppliers and internal stakeholders to address issues in program logic and the interoperability of new applications with existing systems software;
- Design, develop, install and manage application enhancements and upgrades;
- Negotiate and manage contracts with software and service providers;

Operational Management

- Provide proactive leadership to the Business Systems & Integration team;
- Ensure the effective coordination of activities, setting of priorities and allocation of resources within the Business Systems & Integration team;
- Effectively communicate and develop relationships with internal business teams and stakeholders;
- Work diligently to enhance or improve business processes via integration or, as necessary, minimise the impact of integration on those processes;
- Develop and communicate training and documentation for end users and team members;
- Participate as a member of the RWAV Leadership Team;

Infrastructure and Contract management

- Manage contract of external systems support provider, ensuring deliverables are met to KPI levels.
- Liaise with external systems support provider to ensure all Cybersecurity requirements are maintained and to monitor the channels through which information flows into and out of an organization's information network.
- Responsibility for observing all of the operations occurring across the network and managing the infrastructure that facilitates those operations.

Decision making and other authority

- The Manager - Information Systems and Technology has the authority to approve expenditure in accordance with the RWAV Financial Delegation Matrix.

SELECTION CRITERIA

Qualifications/Experience:

- Tertiary qualifications in Information Management or related discipline;
- Demonstrated experience as a Business Systems Analyst, Solution Architect or in similar role;
- Proven experience in overseeing the direction, development and implementation of software solutions;
- Experience with business and technical requirements analysis, business process modeling/mapping, methodology development and data mapping;
- Proven contract management experience
- The ability to translate abstract information into high quality business requirements;
- Strong knowledge of system and data quality assurance best practices and methodologies;
- Experience with database platforms including Microsoft SQL server;
- Confidence and experience with API protocols;
- Good project management skills and/or substantial exposure to project-based work structures;

Skills, Abilities, Knowledge:

- Strong attention to details and ability to interact with a diverse group, executives, managers, Board, Committees and subject matter experts;
- Demonstrated initiative and ability to work independently
- Highly developed written and verbal communication skills

Personal Qualities/Behaviors:

- Highly developed interpersonal skills with proven ability to build and maintain strong relationships with internal and external stakeholders;
- Highly motivated and self-directed, capable of multi-tasking and able to work with minimal supervision
- Demonstrates integrity and personal credibility and acts in accordance with RWAV's values

REVIEWED:	July 2023
CONDUCTED BY:	General Manager Finance & Risk
APPROVED BY:	Chief Executive Officer
NEXT REVIEW:	July 2024

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employee's Signature: -----

Manager's Signature: -----

Date: -----