



ICT Operations and Cybersecurity Manager



Role Type

Contract- 3 years

Full time

Reports to: Head of IT Services

Supervises: 14 ICT professionals and 10 vendors



Salary

Classification: AO8

Salary Range:

\$5,664.00 per f/n minimum

\$5,985.00 per f/n maximum



Workplace Location

Parliament House, Brisbane



Division

Strategy, Policy and Planning



About the Queensland Parliamentary Service

The Queensland Parliamentary Service supports the Legislative Assembly, its committees, and 93 Members of Parliament who represent communities across the State. Our team operates from the parliamentary precinct in Brisbane and supports 97 electorate offices across the State spanning from Barron River to Currumbin and Mount Isa.

Parliament's role includes forming Government, making laws, overseeing revenue and expenditure, scrutinising Government activities, and representing Queensland citizens through elected Members.

The vision of the Parliamentary Service is to be the innovative leader in the delivery of parliamentary services in the Westminster world.

The Parliamentary Service currently has four organisational divisions: Strategy, Policy, and Planning, Assembly and Committee Services, Corporate and Electorate Services, and Property and Facilities Services.

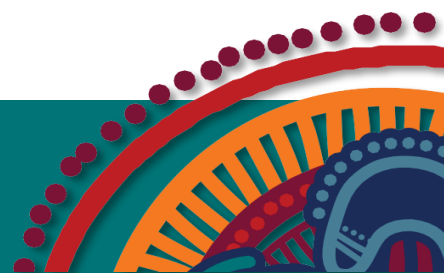


The IT Service Area is located within the Strategy, Policy and Planning Division. The Service Area consists of 3 teams:

ICT Category Management & Contracts	Program Delivery	ICT Operations and Cybersecurity
IT value chain focus: Category and Vendor Management Responsible for: • Accountable for portfolio planning and management • Operational planning and budgeting • Research & Development and sourcing activities • Vendor engagement and contractual performance management • Policy development • Governance as required • Risk management and IT risk register	IT value chain focus: Plan, Design, Build and Change Responsible for: • Enterprise Architecture • Program office • Program and project reporting • System Analysis • Scale up and down with project management skills and Business Analysts as required • Business requirements developed • Project management of virtual and formed project teams • Resource planning and management • Change management (incl. training as required) • Delivery of solutions and infrastructure • Documentation and process information for implementation and future use	IT value chain focus: Secure, Run, Operate and Optimise Responsible for: • Service Desk • Solutions and infrastructure operations and escalated support • Incident management • Vendor day-to-day management • Desktop and mobile support and roll outs • Operational performance monitoring and reporting • Portfolio change implementation • Training and support for customers • Data Base Administration and reporting • Wi-Fi, Telephony and Audio Visual Services including the Broadcast of Parliamentary proceedings. • Enterprise cybersecurity • Disaster recovery and business continuity

About the Role

- To deliver an exceptional client experience for the Members of the Queensland Parliament through the delivery, operation and maintenance of seamless, secure IT systems and services.
- To maintain the Queensland Parliament's cybersecurity posture to protect it from interference or malicious actions.



Duties & Responsibilities

Key responsibilities of the role include:

- Be responsible for the stable operation of ICT and AV systems supporting the Queensland Parliament, working with business areas to verify that all systems are fully operational for Parliamentary Sittings and Committee Hearings.
- Lead five (5) Product Teams to deliver a diverse range of IT and AV support services for the organisation including:
 - a. Service Desk and Client Service,
 - b. End-User Devices,
 - c. Audio-Visual and Broadcast,
 - d. Network, Telephony and Connectivity, and
 - e. Business Technology Systems.

This includes overseeing any contractual arrangements, performance monitoring of vendors, documentation of associated policies and procedures, the lifecycle management of IT assets, and the training of staff.

- Lead the team to run, support and improve the organisation's IT platforms and applications to ensure business critical system performance is maintained and optimised, timely patches and cyber requirements are implemented and the customer experience for issue resolution is enhanced.
- Maintain monitoring systems to detect service outages or degradation and coordinate a rapid response to restore the service to full operation.
- Develop and improve IT Service Management processes and capability to identify trends and risks (including systemic issues), rectify and address customer issues effectively (for level 1, 2 and 3 issues), facilitate two way communication within the organisation and enhance the customer experience in doing so (including on operationally critical days).
- Maintain cyber hygiene by ensuring operational cybersecurity and other updates are completed as planned and in a timely manner, identify and eliminate risks, respond to and manage cyber incidents.
- Manage and maintain the PS's ICT and AV Disaster Recovery and Business Continuity Plans, act as the escalation point for day to day operational IT issues and incident management and be the incident manager where there is risk to operational continuity or reputation.
- Provide input to the IT budget for the team cost and operational expenses, continuously monitor, proactively flag areas of variation and with the team and Head of IT develop a plan to address.
- Engage with vendors / contractors as required to provide capability and support technology operations ensuring that the vendors/ contractors understand the organisational operating environment and customers, appropriate arrangements are in place to provide timely escalated support and performance is monitored on an ongoing basis.
- Work collaboratively with the other members of the IT Services leadership team and other key internal stakeholders to develop and implement contemporary digital/IT strategies and policies.
- Lead in a way that develops the team and service area's culture and capability to enhance collaboration, communication, client focus, skill development and team climate.
- Perform any other duties as directed by the Head of IT Services or the Executive Director Strategy, Policy and Planning.



Role Requirements

Professional Qualifications:

- A degree and / or recognised qualifications in a discipline relevant to information communication technology or related area is highly desirable.
- Relevant industry certifications will be highly regarded.

Skills, Knowledge and Abilities:

1. Demonstrated success in developing and leading high performing ICT operational delivery teams in a complex environment with multiple customers and stakeholders, where both technical and management skills are required.
2. Demonstrated success in delivering a stable, current and seamless ICT and AV environment where secure and effective operations are mission critical.
3. Proven ability to communicate effectively and advise, influence and collaborate with senior managers, vendors, clients and other stakeholders to build relationships and credibility to successfully deliver outcomes including quality client services and other key initiatives.
4. Proven ability to diagnose and problem solve complex technical issues and contribute to the improvement of operational processes including incident reporting.
5. Proven ability to manage critical incidents (as required), including effective skills in coordinating resources, assessing new information as it comes to hand, escalating decision-making, and communicating with impacted stakeholders.

To be eligible for the position you must:



Be an Australian Citizen or reside in Australia and have permission, under the Commonwealth Law to work in Australia.



Be willing to certify that you have read the physical and well-being requirements and will advise if any reasonable adjustments need to be considered.



Be willing to certify that you will not during the course of your employment, engage in any political activity which would:

- Jeopardise or diminish confidence in you by Members of Parliament; or
- Impede you from efficient and effective performance of your duties.



Additional Information

Additional Hours

- For operational reasons all staff within this service area may be required to be rostered on a rotational basis to be “On Call” for out of business hours emergency call out. Staff may claim an additional On Call Allowance during these periods.

Interstate and Intrastate Travel

- The incumbent might be required to travel intrastate.

Information Security

- The occupant of the position may, through the course of their employment, have access to many sources of information. When dealing with information of the Parliamentary Service, employees are not to access, use or release information without an official purpose related to the performance of their duties and then only in accordance with Parliamentary Service policy.

Employment Screening

- The successful applicant will be required to submit a National Criminal History Check prior to appointment. A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment. All personal information obtained in the application process will be treated confidentially and held securely by the Parliamentary Service.



Our Values



Organisational Chart

