Position Title	ICT Service Delivery Manager		
Position Number	39827	**Location**	Darwin
Designation	TGEN Band 4 Senior Manager Admin		
Reports To (Position Title)	General Manager Assets and Engineering		

Northern Territory Government

Information for Applicants	**Applications must be limited to a one-page summary sheet and an attached resume/cv.** For further information for applicants and example applications see: Click Here
Special Measures	Territory Generation values diversity in the workplace that represents the community. Therefore, under an approved Special Measures Plan, eligible Aboriginal and Torres Strait Islander (Aboriginal) applicants will be granted priority consideration for selection. For more information on Special Measures, go to the OCPE website.
Information about Selected Applicant's Merit	If you accept this position, a summary of your merit (including work history, qualifications, experience, skills, etc.) will be provided to other applicants to enable transparency and understanding of the decision. For further information see: Click Here

Organisational Context

Territory Generation is a Government Owned Corporation that was formed in 2014. We produce the majority of the electricity to provide power to the people of the Northern Territory. Our vision is to be the Northern Territory's trusted and respected energy services business.

Our actions, words and behaviours are guided by a core set of values that form the foundation of everything we do. Our values are **Focus, Integrity, Respect, Safety and Teamwork (FIRST).**

We recognise that individually, our employees offer unique value and perspective, and we are committed to a workplace that supports people from all backgrounds.

People Leader Responsibilities

As a leader of people you are accountable for coaching, developing and leading your people to achieve agreed objectives which contribute to the shared vision for Territory Generation. You actively demonstrate the organisation's values and hold your team accountable for their performance and behaviour. Key responsibilities include:

Focus	• Demonstrates a sound awareness of the Vision and objectives of the Corporation. • Place highest priority on organisational goals and anticipate effects of own area plans, actions, and objectives on other departments. • Drive for results – ensure team goals and objectives link back to the organisational objectives and adjust with the needs of the business. • Establish and monitor performance objectives for self and subordinates which support the organisational goals. • Provide timely appropriate feedback on performance. Reinforce efforts and progress and ensure ineffective performance or behaviour is effectively managed. • Remain self-disciplined and calm under pressure, develop realistic timelines and action plans to achieve agreed goals;
Integrity	• Demonstrate the organisation's values. Help subordinates understand the organisation's vision and values and their importance. • Conduct business in line with the values and high ethical standards – considers values in all business interactions. • Ensures compliance with legal, governance and policy requirements. • Deliver on commitments – where commitments cannot be delivered on, communicates openly and honestly, and sets new timelines for delivery.
Respect	• Actively listen and seek information to understand circumstances, problems, expectations or needs of teammates and subordinates to improve working relationships. • Actively support organisational goals and change initiatives – identify subordinate concerns and address in a timely manner. • Look for opportunities to reinforce and recognise the importance of accomplishment by individuals and teams in supporting the Values through their actions.
Safety	• Actively promote safe work behaviours to reinforce a positive safety culture. • Ensure safety KPIs are established and achieved in own area. • Challenge unsafe behaviours and recognise good safety behaviours. • Monitor safety performance ensuring team takes ownership of their safety performance.
Teamwork	• Build positive working relationships within own team and other areas to help achieve team/department goals. • Coach and guide direct team to accomplish work and team objectives by setting specific performance goals and following up as necessary.

	• Encourages subordinates to be accountable and take responsibility for actions.
	• Take an active interest in the goals and progress of other departments/areas/teams.
	• Focus on personal growth and establish development plans to address gaps and which will help the achievement of performance goals.

Role Responsibilities

You will lead a team and be responsible for providing high level strategic and operational advice on the effective and commercial management of Information Communications Technology (ICT) infrastructure and services to support business efficiency across Territory Generation.

Your accountabilities include:

1. Provide high level input to the development of strategic ICT policies, procedures, and practices to provide effective and efficient business and operations systems across Territory Generation.
2. Manage the development and implementation of effective ICT service delivery policies and tools to assist in achieving operational effectiveness and enhancing ICT capabilities.
3. Provide leadership and management to multi-disciplinary software integration and service provider teams responsible for the integration of operational ICT services.
4. Lead and manage the unit's human, financial and technical resources to deliver effective management of business and information management systems across Territory Generation.
5. Provide high level input to the Territory Generations strategic ICT infrastructure Plan and Business Plans that support the objectives of the Branch.
6. Ensure the efficiency of current computer-based systems are continuously monitored and improved to ensure business performance and data integrity and new systems are implemented as required.
7. Manage the relationship between ICT service providers and Territory Generation including monitoring service provider performance against agreed contracted deliverables ensuring value for money for outsourced ICT services.
8. Carry out duties in accordance with Territory Generation's safety, environmental and quality policies, safety principles, corporate values, and strategies.

Selection Criteria

Essential

1. Demonstrated ability to lead and manage the development and implementation of effective ICT service delivery policies and tools to assist in achieving operational effectiveness and enhancing ICT capabilities.
2. High level strategic leadership and management skills with proven ability to lead and motivate a team in a high pressure, complex environment including business planning, budgeting, and management of output performance.
3. Ability to develop and retain strong professional working relationships and effectively negotiate with internal stakeholders, external contractors, and vendor representatives.
4. Sound ability to pro-actively approach complex and diverse issues strategically, analyse and manage associated risks and effectively negotiate change management to resolve them.
5. A positive and pro-active attitude results oriented and able to meet deadlines under pressure.
6. High level written and oral communication and negotiation skills including a proven ability to develop and present complex reports, submissions, and correspondence.
7. High level knowledge of contemporary issues and initiatives in the areas of IM, ICT, and business systems.
8. High level knowledge of systems security, administration and change processes in ICT systems.
9. Ability to carry out duties in accordance with Territory Generation's safety, environmental and quality policies and corporate values and strategies.

Desirable

Tertiary qualifications in business, information technology, public sector management or similar.

Direct Reports

- Senior ICT Service Officer
- Senior Network Engineer x 2
- Server Engineer
- System Administrator x 2

Key Internal Relationships

- Program and Project Managers
- Control Systems Engineers
- Business Unit Managers

Key External Relationships

- Web developers/providers
- Contractors and Service providers
- Consultants
- DCDD

No. of Employees Reporting (approx)	6

REVIEW / AUTHORISATION			
HR Review:		**Date**	
General Manager Assets and Engineering:		**Date**	
Pre-Employment medicals is a requirement for all Territory Generation positions			
For further information please contact: Sahan Gamage on 0436 623 079 or sahan.gamage@territorygeneration.com.au			
Apply online: https://jobs.nt.gov.au/Home/JobDetails?rtfId=292426			
Closing Date: 03/04/2024			