

Job Description: IT Team Leader

About the Property Council	The Property Council of Australia is the champion of Australia's largest industry that employs 1.4 million Australians and shapes the future of our cities. Our members include large and small companies which invest, own, manage and develop all forms of property as well as providers of professional services to the industry.
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Position	IT Team Leader
Business Unit & Location	Business Innovation Team, Sydney
Reports to	CFO, Head of Business Innovation and Company Secretary
Direct reports	Senior IT Support Analyst IT Support Analyst Support & Project Specialist Commercial Systems Manager

Position Purpose	Lead the IT team to help transform our digital platforms and systems to deliver exceptional experiences to our members and Property Council staff.
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Relationships	
Key Internal Relationships	Business Innovation Team Executive Management Team All staff
Key External Relationships	Contractors and suppliers External auditors Our members

Key responsibilities and tasks		
Key responsibility area	Key tasks	Measure of success
Service Delivery	Maintain a high performing service support function including an IT Service Desk, Desktop Support and VIP Support. Establish and implement service improvement activities as required. Take ownership of major incidents to ensure coordination of resolving parties, effective communication to stakeholders and post incident review. Monitor, control and support service delivery; ensuring systems, methodologies	Superior service delivery and user satisfaction Increased staff productivity and engagement Issues are managed in timely and effective manner Quarterly IT staff survey

	<p>and procedures are in place and being followed.</p> <p>Be accountable for the quality of service and performance.</p> <p>Deliver excellent presentation and audio-visual support, ensure meeting room technology is maintained to high standards and routinely checked to ensure high levels of availability.</p> <p>Ensure that training services are in place to educate staff on how to use meeting room and collaboration technology effectively.</p> <p>Support compliance with data, information and security management requirements.</p> <p>Proactively engage with our division level managers (on a regular basis) to identify and implement process improvement initiatives and ongoing IT Service Delivery improvements</p>	
Vendor Management	<p>Drive internal and third-party service review meetings covering performance, service improvements, quality and processes.</p> <p>Ensure high levels of performance in managing incidents, problems, requests, change and escalation processes, including accurate reporting against SLAs.</p> <p>Review and refine SLAs as required.</p>	<p>High member satisfaction</p> <p>Continuous improvement of processes and systems</p>
Project and Change Management	<p>Champion service and support in projects and develop a strong understanding of projects impacting your service area and ensuring service impact is minimised and agreed.</p> <p>Ensure future demand from growth and projects is understood and factored into capacity plans for all associated systems.</p> <p>Ensure effective quality assurance and project governance controls are in place to manage project risks.</p> <p>Conduct system testing and assist the business in User Acceptance Testing.</p> <p>Assist and guide resources in project coordination.</p> <p>Work closely with the Head of People & Culture on change management programs, linking people, processes and technology.</p>	<p>Delivery on project outcomes on time, within budget and to the requirements of the project brief</p>

Team Management	<p>Identify appropriate structures, resources and capabilities that improve IT service delivery.</p> <p>Manage, coach and develop staff to achieve their individual performance outcomes.</p> <p>Conduct effective performance reviews, development planning and feedback.</p> <p>Play a strong leadership role across the organisation cultivating and role-modelling a customer focused mindset and a culture of innovation.</p>	<p>Staff engagement levels</p> <p>Low staff turnover</p> <p>Clear delineation of tasks and responsibilities</p> <p>Clear levels of escalations on incidents & priority issues</p>
People and Culture	<p>Proactively champion and role model a one-company culture and our company values.</p> <p>Promote a high performance and accountability culture.</p>	<p>Consistent demonstration of an energised, collaborative and ownership mindset.</p>

Requirements including essential criteria

Experience and skills	<p>Proven track record in the design, implementation, and support of enterprise-grade information systems and infrastructure</p> <p>Ability to work with an open mind, proactively identifying issues and improvement opportunities</p> <p>Strong communication, analytical and problem-solving skills</p> <p>Must possess a high degree of self-motivation, enthusiasm and superior customer service skills</p> <p>Experience with CRMs and Marketing Automation platforms</p> <p>Solid exposure to databases and query languages</p> <p>Strong ability to lead and coach team members to achieve high levels of performance</p> <p>Understanding of project workflows including the concept of research, development and production builds and how to move between them.</p> <p>Software Engineering / Developer / Architect background desired but not essential</p> <p>Solid knowledge of the Microsoft O365 and SharePoint</p>
Education	<p>Tertiary qualifications in Information Technology</p> <p>Relevant industry certifications or demonstrable equivalent knowledge</p>
Work experience	<p>Minimum 2+ years in similar role with managerial experience.</p>
Essential requirements	<p>Interstate travel and availability to work outside of core hours.</p>