CBCity Position Description

Position Title	Technical Product Specialist
Department	People and Performance
Unit	Information Communication and Technology
Team	ICT Technical Operations
Supervises	Nil
Reports To	Team Leader Techncial Support
Grade Range	I
Date Prepared	27/03/2023
Date Last Updated	13/02/2026

Our Vision & Values: A leading organisation that collaborates & innovates

We are committed to **safety**

We work as one **team**

We act with **integrity**

We care about our **customers**

We **continuously improve**

Primary purpose of position

Responsible for providing a high level of technical expertise and support for the development, implementation, and maintenance of technology products ensuring customer and business needs are met.

The Technical Support team has a number of Technical Product specialists who share a range of responsibilities and competencies but who each specialise in certain areas, for example Property, EDRMS, Sharepoint Online. The specialisation may change over time as skills and competencies develop and requirements change.

Accountabilities

- Responsible for ensuring that Council's technology products and services are integrated, available, secure, robust, responsive and optimised in relation to current and emerging business needs.

- Manage the provision of technical product support services, including proactive issue identification, expert problem resolution, scheduling, management and reporting of planned and reactive releases in line with agreed service levels

- Provides thought leadership in terms of emerging trends and innovation in the product solutions space and make recommendations.

- Work collaboratively with customers to gather their business requirements and translate them into product specifications and solutions that meet their business needs.

- Own the product roadmap initiative design and delivery.

- Develop procedures for implementing and reporting on effective lifecycle management of products and environments, ensuring products are kept current, secure, available and well documented so that reactive and repetitive workload is minimised and the efficiency of products maximised.

- Ability to recover product availability within the Council's BCP and recovery priorities, through periodic testing, reporting and remediating of disaster recovery processes.

- Liaise with system supplier, log change requests and functional specifications, problem reports, prepare and conduct user acceptance testing ensuring agreed service levels are being met.

- Provide a high level of customer service to both internal and external customers, with a particular focus on continuous improvement and enhancing the customer experience.

- Lead Special Projects as required focused on a smooth transition from development to production

- Additional duties as required within the limits of the employee's skill, competence and training

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist		
Capability Group	**Capability Name**	**Level**
Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
Results	**Plan and Prioritise**	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Personal Character		
Display Resilience	Adept	• Is flexible, showing initiative and responding quickly to change • Accepts changed priorities and decisions and • Gives direct and honest feedback/ advice • Listens when challenged and seeks to • Raises and works through challenging issues and seeks alternatives
Results		
Plan and Prioritise	Advanced	• Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of "focus" capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations
Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct
All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety
All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management
All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications
• Tertiary qualifications in ICT or a related discipline, or extensive demonstrated experience in a similar technical product or ICT specialist role..

Essential Experience
• Extensive demonstrated experience working with any of the following solutions: Microsoft Power Platform, website development, Land Information/Property, EDRMS, CRM, Facilities Management, Library Management Systems, ERP, GIS, or similar enterprise business systems.

• Experience in customer-facing ICT operations, including service desk support, incident and problem management, and implementing initiatives that enhance overall customer and user experience.

• Extensive written and verbal communication skills, with the ability to communicate technology-related concepts to both technical and non-technical audiences at various levels.

• Strong analytical and problem-solving skills, with the ability to manage multiple concurrent requests and projects within strict timeframes while maintaining quality and governance standards.

• Demonstrated experience in technical product ownership, including requirements gathering, solution architecture input, vendor engagement, testing (SIT/UAT), release management, and continuous improvement.

• Sound collaboration and negotiation skills, with the ability to build and maintain productive relationships with internal stakeholders, external vendors, and business units through a customer-focused approach.

• Demonstrated commitment to Council's values.

- **Desirable Qualifications and or Experience**
- ITIL certification
- Project management certification or equivalent experience
- Drivers Licence
- Understanding of data governance, security principles, environment management, change control, and documentation practices within enterprise ICT environments.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☑
Does this position require incumbent to undergo criminal reference check?	☑	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☑	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☑
Could there be a conflict of interest with secondary employment?	☑	☐