

<b>Position Title</b>	ICT Contracts Officer
<b>Department</b>	People and Performance
<b>Unit</b>	Information Communication and Technology
<b>Team</b>	ICT Governance and Risk
<b>Supervises</b>	Nil
<b>Reports To</b>	Coordinator ICT Governance and Risk
<b>Grade Range</b>	F
<b>Date Prepared</b>	21/06/2023
<b>Date Last Updated</b>	21/06/2023

## 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

This role is responsible for managing and overseeing all aspects of information and communication technology (ICT) contracts within Council. This role involves ensuring compliance with contractual obligations, conducting contract negotiations, procurement exercises and collaborating with various stakeholders to optimise ICT procurement processes. The ICT Contracts Officer will play a vital role in mitigating risks, fostering vendor relationships, and maximising value for the organisation.

## Accountabilities






- Develop and manage a comprehensive contract management framework, including contract templates, guidelines, and processes.
- Review and analyse ICT contracts in consultation with the contract owner to ensure compliance with legal, regulatory, and organisational requirements. Also, monitor contract performance, track key milestones, and assess contract risks and opportunities.
- Implement effective contract administration practices, including contract renewals, amendments, and terminations.
- Establish and maintain strong relationships with ICT vendors, ensuring clear communication and understanding of expectations.
- Collaborate with internal stakeholders, such as procurement and legal to evaluate vendor performance and resolve contractual issues.
- In consultation with the contract owner conduct regular vendor performance evaluations and provide feedback to improve service quality and deliverables.
- Assist in negotiating contract terms and conditions, pricing, and service level agreements to achieve optimal outcomes for the organisation.
- Work closely with the procurement team to develop ICT procurement strategies and sourcing plans.
- Participate in the RFT/RFP/quote collation, selection process for ICT vendors, reviewing proposals, and assessing contractual compliance.
- Provide guidance and support to stakeholders regarding contract management best practices and procurement policies.
- Identify and mitigate contractual risks, such as non-compliance, data security, intellectual property, and confidentiality issues.
- Stay updated on emerging trends, regulations, and best practices in ICT contract management and implement necessary changes.

- 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 – Technical/ Professional Specialist

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Adept
	<b>Display Resilience</b>	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 <b>Relationships</b>	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	<b>Work Collaboratively</b>	Advanced
	Influence and Negotiate	Intermediate
 <b>Results</b>	<b>Plan and Prioritise</b>	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	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
<b>Relationships</b>		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region and sector</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Personal Character</b>		
Display Resilience	Adept	<ul style="list-style-type: none"> <li>• Is flexible, showing initiative and responding quickly to change</li> <li>• Accepts changed priorities and decisions and</li> <li>• Gives direct and honest feedback/ advice</li> <li>• Listens when challenged and seeks to</li> <li>• Raises and works through challenging issues and seeks alternatives</li> </ul>
<b>Results</b>		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Consults on and delivers team/ unit goals and plans, with clear performance measures</li> <li>• Takes into account organisational objectives when setting and reviewing team priorities and</li> <li>• Scopes and manages projects effectively,</li> <li>• Manages risks effectively, minimising the impacts of variances from project plans</li> <li>• Monitors progress, makes adjustments, and evaluates outcomes to inform future planning</li> </ul>

\* 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 Business Administration, Information Technology, Procurement or related discipline.

### Essential Experience

- Demonstrated experience in contract management, preferably in the ICT industry.
- Well developed verbal and strong written communication skills.
- Sound knowledge of contract law, procurement principles, and ICT vendor management.
- Analytical mindset with the ability to evaluate contractual risks and opportunities.
- Knowledge and experience working with relevant regulations and standards in the ICT industry.
- Ability to work independently and collaborate effectively with cross-functional teams.
- Demonstrated organisation, problem solving and analytical skills, including financial analysis.
- Strong collaboration and negotiation skills with the capability to build and maintain relationships with stakeholders through outstanding customer service.

### Desirable Qualifications and or Experience

- Previous Public Sector experience in a technology environment
- Project Management

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>