

## Document Control

<b>Location:</b>	<b>Head Office, Armidale – Information Technology</b>
<b>Role:</b>	IT Support Team Leader - Core Banking and Application Support
<b>Classification:</b>	Full Time
<b>Reports to:</b>	Senior Manager IT Operations
<b>Present Incumbent:</b>	Vacant
<b>Prepared by:</b>	Human Resources
<b>Date approved/updated:</b>	25 <sup>th</sup> May 2010
<b>Version:</b>	003

## Our Values

Everything we do is underpinned by our core values:

**Flexible**

**Supportive**

**Approachable**

**Friendly**

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes; training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. We ensure our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies.

Our employees proudly provide quality service to our members in a flexible, honest, fair and caring manner, demonstrating our commitment to our members.

## Position Statement

The Information Technology Department (IT) reports to Executive management and is positioned within the Division of Operations. IT is critical in supporting the organisation in delivering quality and 'in time' service to ensure trusted community banking to our members.

The position of Manager Applications and Support has a critical role in maintaining and enhancing the provision of superior member service and encompasses the responsibility for the efficient management of computer operations and applications in accordance with the organisations strategic plan and regulatory responsibilities. Exceptional leadership qualities are paramount for the managing, training and mentoring of the team and the financial management of resources allocated in accordance with relevant budgets. The flexibility to work and travel throughout the region as necessary is integral to the successful delivery of reliable systems and support.

## Key Responsibility Areas

### Core Systems

- i) Using approved management methodology, manage and monitor the capabilities of core systems to the standard of Business as Usual (BAU) – includes banking system, and all business critical applications such as Technology One.
- ii) Follow approved escalation procedure and ensure approved change management processes are followed with efficient participation in the final approval of the go live functionality of any new application
- iii) Assist the project team as a stakeholder of systems to provide input on project development
- iv) Development and enhancement of Service Level Agreements (SLA) for all functions performed with internal or external customers
- v) Efficient rostering of team for critical functions such as start, finish and month end
- vi) Ensure all team members are adequately prepared for an emergency response in the case of a disaster.

### Support

- i) Manages overall day to day operations of the service desk;
- ii) Ensures adherence to processes and procedures for the service desk; monitors and reports customer satisfaction survey results; identifies potential customer service problems and seeks resolutions; provides day to day process documentation and communicates information to staff
- iii) Participates in team activities which support services to the ITS customer; provides routine feedback to service desk staff in the form of KPI's, SLA's and help desk best practices.
- iv) Demonstrates flexibility by applying key skills in a variety of areas; quickly adapts to new learning situations and environments; demonstrates agility and responsiveness in both crisis and non-crisis situations.

### Management – General

- i) Ensure the provision of client service is maintained at the highest level through development and maintenance of reliable, timely and secure systems with down time kept to minimum and system users are provided with assistance, support and mentoring to develop problem solving skills, ensuring member service excellence.
- ii) Ensure the review CMG's operational systems and methods, identifying options for the improvement of process efficiencies.
- iii) Establish and maintain appropriate policies and practices relating to the IT function within the organisation and ensure the adherence to policies when modifying or implementing software.
- iv) Develop, manage and maintain an Exceptions Report of outages ensuring expedient repair of hardware faults and software configuration problems, notifying or forwarding to relevant suppliers for repair and out of hours problems are managed expeditiously to minimise system downtime.

- v) Ensure application security is maintained at maximum level to ensure the integrity of CMG is uncompromised and regular and comprehensive internal control checks are performed
- vi) Ensure the professional development of subordinates and themselves in Information and Technology areas
- vii) Provide assistance to the Senior Manager IT Operations for each budget period, outlining reasons, costs and resources required.

### Role Competencies

Ability to:

- i) Resolve problems;
- ii) Display confidence when dealing with others, along with well developed written and verbal communications skills;
- iii) Adopt and adjust to change and its processes;
- iv) Set priorities, plan workload, meets deadlines and achieves the objectives through the efficient use of time;
- v) Effectively lead and manage staff across a diverse range of activities;
- vi) Develop complex reports in strict time frames.
- vii) Use participative management practices and develop a supportive and stimulating management style, to achieve desired outcomes;

### Organisational Compliance

- i) Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, Privacy Act, Industry Codes of Practice, EFT, code of Conduct, Financial Transactions Reporting Act, Occupational Health & Safety, Complain Handling and Dispute Resolution.
- ii) Ensure a sound knowledge of Credit Union policies, procedures, products, services and systems to comply within the authorities and restrictions in relation to the duties of this role.
- iii) Ensure adherence to correct identification procedures and confidentiality of information that conform to the requirements of the Credit Union and the Privacy Act when accessing member details.
- iv) Ensure the management/supervision of direct reporting staff in accordance with organisational compliance.

### Staff Supervision, Leadership and Development

- i) Ensure new employees under your supervision receive adequate instruction and support to successfully complete the new employee orientation program within the specified time frame.
- ii) Ensure employees returning from leave under your supervision receive adequate instruction and support to successfully complete allocated training programs within the specified time frame.
- iii) Ensure member service representatives who have not met the training requirements are directly supervised and monitored by a supervisor who has met the required training standards.
- iv) Ensure employees under your supervision receive appropriate training, performance review and have the necessary competencies to perform the functions required in their role through the development and application of annual training plans with their current or new role.
- v) Empower and develop IT support team to take ownership of problems and to solve them in accordance with NECU's strategies and procedures, ensuring all relevant procedures from information systems are current.
- vi) Increase staff motivation and morale through effective performance appraisal and career development by training, coaching, providing feedback and integrating reward systems.

### Company Advocacy

- i) Promote an environment founded on Credit Union philosophy and NECU values of Ethical and Honest practices, Customer Satisfaction and Caring, Financial Responsibility, Community and Social Commitment.
- ii) Act as an advocate for NECU in all dealings with members and staff and present a professional image of NECU in all dealings with the public including appropriate dress standards, helpfulness and friendliness.
- iii) Create a balanced team environment with a focus on continuous improvements, best practice and member focus.

### Professional Development

- i) A willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace.
- ii) Ensuring the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, system, procedure, product and service requirements inherent in current duties.

### Performance Management

- i) Ensure the setting of mutually agreed goals, objectives and performance measures for the role, identifying Key Performance Areas for (6) six monthly and annual review processes.

**Role Selection Criteria**

Essential:

1. Diploma Information System/Information Technology
2. Knowledge and experience of a Unix / Relational based database system

Desirable:

1. A Bachelor Degree or higher in Information Technology and/or extensive relevant experience

**Acceptance of Responsibilities**

I have read the requirements and responsibilities outlined in this position description, CMG's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document:

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum six (6) monthly basis in accordance with the organisation's performance management policies and guidelines and processes.

**Name:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**IT Support Team Leader  
- Core Banking and Application Support**

**Senior Manager IT Operations**