

Position description

Position	Manager Enterprise Applications
Group	Telecommunications
Reports to	Group Manager IT & Digital Services
Location	1010 La Trobe Street Docklands 3008
Date	June 2021
Tenure	Permanent

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups including Property, Telecommunications and Project Delivery, which are supported by the Office of the Chief Executive and Business Services.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Manager Enterprise Applications reports directly to the Group Manager IT & Digital Services in the Telecommunications Group. This position has six direct reports.

Budget

TBA

Purpose of the position

The purpose of the position is to drive the evolution of VicTrack’s enterprise applications, to support VicTrack’s growth, and to help maintain a high level of operational efficiency, and service quality.

This position is a member of the IT Leadership team, contributing to the direction of the IT function within IT & Digital Services and manages the Enterprise Application Team.

Key accountabilities/functions

- Management of VicTrack's enterprise application portfolio, and overall business analysis, design, development, implementation and integrations of the Enterprise Applications while ensuring adherence to business and statutory requirements.
- Collaborate with the VicTrack business groups and other IT teams, particular Enterprise and Solution Architecture, to ensure synergy, standardisation and world best practices.
- Establish and maintain short, medium and long-term strategy for the provision of IT Enterprise Applications for VicTrack that is consistent with the business needs and corporate policy.
- Manage project and support resources (including external resources as required) to deliver on business requirements, with responsibility for:
 - Functional - design, build, testing and delivery of all Enterprise Applications
 - Reporting - includes all Business Intelligence
 - Technical - includes ServiceNow, SharePoint, HPE Content Manager, all Portals, Web.
- Develop policies and practices to support application portfolio management to ensure it supports the key initiatives of the Corporate Plan, and application investments are considered in the context of a 'whole of organisation' approach.
- Liaise with vendors, customers, industry bodies, government, and the private sector to ensure relevant and appropriate technologies and industry standards are embodied as part of VicTrack's application and data management strategies and roadmaps.
- Manage the Enterprise Applications budget.
- Build and foster relationships with business stakeholders, vendors and supporting technology partners.
- Undertake assessments and provide recommendations for new technologies consistent with the application portfolio management objectives.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities

- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary qualifications in Business or IT or the equivalent relevant business experience

Knowledge and experience

- Experience managing a diverse range of applications and leading the development of, and promoting good practices for application management to support corporate objectives
- Experience developing strategies to optimise the use of information technologies
- Experience with data management 'good practices' for spatial and non-spatial data and applications
- Ability to lead and empower staff to meet customer service delivery expectations
- Demonstrated experience delivering IT Services to customers within industry frameworks such as ITIL – Information Technology Infrastructure Library
- Experience integrating enterprise systems and developing business requirements to achieve improvements in processes and business systems

Skills

- Strong report writing and project management skills with proven capacity to implement and manage complex projects
- Ability to communicate clearly and concisely at different levels of the organisation and across functional disciplines
- Client and relationship management skills including the ability to consult, network, liaise and negotiate with a wide range of stakeholders
- An understanding of the organisational decision making processes, influencing decision makers and negotiating outcomes
- Creativity and lateral thinking skills
- Willingness to learn and seek out information from a variety of internal and external sources
- Leadership skills including, decisiveness, clarity of communication, self-awareness, the ability to motivate others, build and maintain effective working relationships, and respond to pressure and change

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- Government departments and agencies
- All VicTrack customers
- Regulators
- Sub-contractors
- Carriers and vendors