

POSITION DESCRIPTION

ICT Project Manager

Position Purpose:

This role's primary focus is to manage the implementation of a new ERP system. This is a 6–12-month project that will require Project Management, planning and execution skills.

The role will support both the Project, current business operations and future business growth as well as requiring hands-on transactional expertise in a day-to-day capacity.

The role spans, application and solution architecture, application and infrastructure design and implementation including application acceptance and testing, service management agreements and associated negotiation and management, including ongoing maintenance.

Full project support to the business from inception to delivery will also be a key component of this role.

Reporting to:

Finance Director & Group ICT Manager

Position Responsibilities:

Objective 1: Project Management

- Overseeing interface of technology works of major/minor projects with Keolis Downer and Contractor;
- Provide leadership to the project consultants and stakeholders;
- Engage with government agency stakeholders on design and operational matters for the project;
- Adopt the project vision and ensure it is delivered;
- Assist in managing the commercial framework and procurement strategy for the project;
- Assist the Group ICT Manager in the preparation of the project design brief and principals project requirements document as required;
- Engage with all internal and external operational stakeholders on operational readiness activation and training activities;
- Coordinate all stakeholder feedback or change requests;
- Work closely with the Group ICT Manager and the working groups, consultants, and contractors to coordinate the cost planning and cost management elements of the project;
- Develop and maintain a robust document management system;
- Participate in project risk workshops developing and maintaining a project risk register capturing and tracking actions;
- Liaise with the legal and governance team updating as required the corporate risk register;
- Manage the progress claim assessment in accordance with the contract and regulations;
- Coordinate all variation and extension of time claims / documentation under the contract;
- Liaise with programmers and maintain visibility on status, progress, and risk;
- Track all coordination of risks across projects;
- Build effective and positive relationships with all stakeholders;
- Coordinate the stakeholder engagement on operational impacts and staging, ensuring adequate notice periods and risk mitigation measures are in place.

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Objective 2: Contractor Management

- Assist in managing the tender assessment of all contractors making recommendations to the Group ICT Manager;
- Manage and assist the business on the process of regulatory approvals with state;
- Manage the engagement and communication for all external contractors;
- Manage the approval of all external contractor submissions and deliverables;
- Ensure that contractor's risk, quality, safety, and environmental plans are followed, and relevant reviews/audits are undertaken;
- Coordinating contractors staging plan development to ensure minimal impact on operations;
- Coordinating contractor's responses to staging and programming around operational constraints, ensuring efficient and cost-effective outcomes within expected and known operational impacts.

Objective 3: Technology Support

- Support the needs of the external and internal operations and Technology team;
- Provide assistance on day-to-day running's within Gold Coast Depot.

Competencies Required:

- Experience in large (high governance) and small (nimble, can do) organisations;
- Good knowledge of Microsoft suite, Microsoft Great Plains and Dynamics (AX), Sage Micropay, Hastus / Austrics, TIMS, or other complex ERP and operational systems or data warehouses;
- Quality and risk management – contribution to registers and processes as required and/or directed.

Profile Requirements:

Qualifications:

- Tertiary qualifications in Information Technology and/or significant proven experience, relevant to this discipline;
- ITIL Certification highly desirable

Knowledge & Experience:

- Azure and / or AWS;
- Windows Server and VMWare;
- Virtualisation server infrastructure technologies;
- Active Directory, InTune, DNS, IIS, Clustering, PKI;
- Microsoft server products such as SharePoint, Exchange, ISA, SQL is a plus;
- Good automation scripting skills (PowerShell, bash etc.);
- Sound knowledge of change and project management processes;
- Proven experience in incident management and remediation;
- Proven track record of successful delivery of ICT projects and services in a complex environment.

Skills:

- Demonstrates leadership;
- Maintains an awareness of developments in the industry;
- Manage the performance of vendors from both a technical and contractual perspective;
- Proven customer engagement skills, including the ability to pro-actively resolve issues and increase customer satisfaction;
- Problem solving skills;
- Demonstrable investigative and research skills;
- Advises on the available standards, methods;
- Project management, planning and execution skills;

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- Financial management, estimating, tracking, and planning skills.

All Keolis Downer Gold Coast (KD) workers have a responsibility to comply with and implement the Integrated Management System and to participate in processes, systems and procedures for Safety, Quality and Environment (SQE) that support KD business activities. Responsibilities are set out below:

- Comply with and implement the processes and systems that support positive safety culture and integrate positive safety culture into everyday work activities and behaviors.
- Contribute through the implementation of work activities and demonstrate behaviors in line with a positive safety culture to achieve KD's objectives and targets.
- Comply with and implement, participate in and support the KD's continual improvement processes and systems
- Participate in internal and external audits for continual improvement of KD's systems and processes
- Comply with and implement KD's systems and processes
- Attend education, awareness and training provided by KD, hold the competencies to perform the role
- Report all incidents and accidents in accordance with KD's incident reporting process
- Participate in KD's injury management process
- Integrate SQE performance requirements into behaviors and activities, follow processes and systems and provide feedback to the SQE team to facilitate continual improvement.
- Comply with and implement KD's Fit for Work programs and system and attend work – fit for work
- Comply with and implement the SQE requirements for human factors identification and assessment
- Participate in, comply with and implement the processes and systems that facilitate corrective actions, opportunities for improvement and hazard reporting