Queensland Audit Office
Better public services

Role Description

Position Title	Information Systems Manager		
Role Type	Permanent, Flexible-Full Time	Location	Brisbane CBD

About the role

The Information systems manager (ISM) supports the Chief Information Technology Officer (CITO) in leading the digital and technology function. This role ensures the delivery of secure, reliable and fit-for-purpose technology services that enable the QAO to make better public services for Queenslanders.

The ISM provides operational leadership, drives digital uplift and ensures systems and service meet the unique needs of a small integrity office.

Role responsibilities

In the role of ISM, you will:

- understand the current risks that impact QAO's technology and information systems and provide expert advice and assistance to the CITO in managing those risks
- provide expert input into the strategic planning process for the ICT function in alignment with QAO's broader strategic direction
- direct the planning, coordination and implementation of ICT systems and strategic information resource management initiatives
- lead, manage and develop a team of ICT professionals
- be accountable for QAO's information and system security, ICT policies and procedures
- facilitate and manage multiple projects including checking progress and ensuring that outcomes are delivered on time, within budget and to an appropriate level of quality
- manage the external contractor arrangements for both fixed term and time & materials engagements
- collaborate with and maintain effective relationships with the CITO and Executive Leadership Team (ELT), suppliers, contractors, employees and external stakeholders
- comply with corporate governance requirements across the various business areas within QAO and ensure ICT services are provided in accordance with legislation, policies and procedures.
- delivering change control and request management processes
- lead the governance and security of Microsoft SharePoint Online, Power Platform, and Microsoft Purview to ensure compliance, data integrity, and resilient enterprise collaboration
- promote and model the established QAO core values of: Engage, Respect, Inspire, and Deliver
- take reasonable care for your own and others' health and safety; follow health and safety instructions; and support and cooperate with health and safety systems, policies and procedures.

Assessment criteria

For roles within the Queensland Audit Office, assessment is based on the eligible person that is best suited to the position. We will look at your ability to perform the requirements of the role, including the extent to which you have the abilities, aptitude, skills, qualifications, knowledge, experience and personal qualities relevant to the carrying out of the duties of the position. The ideal applicant for this role will be someone who can demonstrate the following **key attributes** as they apply to the technical responsibilities for the role:

You will be assessed on the following:

- proven experience of project managing teams and external suppliers using project management methodologies to deliver successful outcomes. Extensive knowledge of ICT processes and procedures and Certifications

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- possesses in-depth technical knowledge of Microsoft SharePoint, Power Platform, and Microsoft Purview, with the ability to leverage these technologies to deliver secure, efficient, and compliant business solutions.
- proven ability to create and deliver innovative solutions to business issues in a timely and cost-effective basis, demonstrating understanding of the nature of a professional service business and Information Services market trends
- demonstrated expertise in the effective leadership and management of ICT—including decision making in operational, technical and strategic contexts
- demonstrates advanced consulting and communication skills to build and sustain business partnerships, with proven ability to influence and manage diverse stakeholder relationships. Adapts communication style to suit varying contexts, balancing competing perspectives with diplomacy and tact to achieve effective outcomes.
- analytical and diagnostic skills with the demonstrated ability to formulate, negotiate and implement proactive strategies and the capacity to deal with abstract and complex organisational issues.

Qualifications / Professional registration / Other requirements

Possession of an appropriate tertiary qualification in ICT or similar relevant discipline is **highly regarded**.

Professional certification such as a CISM, CISSP, CCNA, PMP is **highly regarded.**

Benefits and conditions

- QAO supports work-life balance with flexible working options, competitive salary and benefits (including 12.75 per cent employer superannuation contributions), generous leave entitlements, career progression opportunities and the chance to make a difference to the people and communities of Queensland.

- You will be employed under the *Auditor-General Act 2009*. Your entitlements are covered within *Queensland Industrial Relations Act 2016* and QAO policies and procedures.

- For a full list of benefits, please see our website here: Careers FAQs.

Pre employment checks

- A current criminal history check is required for applicants recommended for appointment.

- Validity of qualifications will be confirmed with issuing institutions.

- Discipline checking may be undertaken on preferred applicants.

- To be an eligible employee, you must be an Australian citizen, have permanent residency status or a visa permitting you to work in Australia. If you are not an Australian citizen you will need to provide evidence of your residency status or visa, with your right to work (including any conditions / restrictions) prior to engagement. You are required to notify QAO if your right to work in Australia ceases.

- Reference checking will be undertaken prior to any offer of employment.

Additional information

- QAO is committed to building a culture that respects and promotes human rights, inclusion and diversity.

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- QAO supports a safe healthy working environment and we encourage applications from people with disability. Please contact recruitment@qao.qld.gov.au if you require any support or reasonable adjustments during the application or recruitment process as QAO are committed to providing a positive and equitable process.

- Recruitment processes may be used to fill future vacancies for same or similar positions.

- Travel will be required as part of this role and will generally involve overnight stays.

- A 6-month probationary period may apply.

- Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding 2 years.

- Applicants who have accepted a voluntary medical or early retirement, redundancy or retrenchment from the Queensland Government are required to state this in their application.

- Employees are required to complete an independence declaration on appointment and annually thereafter and have an ongoing obligation to advise any interests that may impact their independence or suitability to undertake the duties of the position.

- Employees are required to abide by the Code of Conduct for the Queensland Public Service.

- A non-smoking policy applies on Queensland Audit Office premises and in all Queensland Government buildings, offices and motor vehicles.

Privacy notice

The Queensland Audit Office collects your personal information and documents relevant to your employment. The collected information will be managed in accordance with the *Information Privacy Act 2009* and will not be disclosed to a third party without your consent, unless required or authorised by law.

About the Queensland Audit Office

Our values and purpose

Our culture is underpinned by four core values which inform how we work with our clients and each other.

Engage   Respect   Inspire   Deliver

On behalf of the Auditor-General, we provide insights to over 600 state and local government clients on how to deliver better public services for Queenslanders.

As the state's independent auditor, we are completely unique. We are vital to Queensland's integrity system of government, giving parliament and the public trusted assurance.

Innovation, teamwork and relationships are at the heart of what we do. We use some of the most contemporary practices and tools in today's professional services industry to:

- deliver high quality audit services

- give the public sector insights on their performance, risks and financial management

- report to parliament on the results of our work

- investigate financial waste and mismanagement

- share best practice across our client base and industry.

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The public sector operating environment is diverse and constantly evolving, meaning we work throughout Queensland across a wide range of services from health, education, financial services, local government, tourism, justice and many more.

Our workforce

Our people are our most valuable resource and are proud to be part of our diverse, inclusive, and healthy workplace. Our people are key to achieving our vision of better public services and they are dedicated, engaged and highly skilled.

Our workforce is a mix of around 190 employees who are audit professionals, specialists and support team members. We also engage audit service providers to conduct some of our work, and they are an integral part of our business. We are proud to celebrate our diverse backgrounds.

QAO's Executive Leadership Team has shared responsibility for audit excellence, innovation and operational performance. Our operating model enables us to deliver our services as one team, with our Assistant Auditors-General overseeing our client services, quality and people. Our client and audit engagement is led by our Senior Directors.

For more information on our functions and what we are passionate about, visit www.qao.qld.gov.au.

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