

Job Description – Information Services Manager

Department:	Information & Technology Services	Grading: M479	Last Update: Jan 2010
Purpose:	To manage business information contained within various systems across the business and to manage the production, delivery and support of SBS developed information systems, databases and interfaces to meet business objectives and strategies of SBS and its Subsidiaries.		
Reporting to:	General Manager Information & Technology Services		
Staff Reporting to this Position:	Circa 10 FTE direct reports External resources Ad hoc project teams		
Key Relationships:	Internal: SBS & Subsidiary Senior Management Business Unit Managers and Staff Project Managers Other ITS Managers/Team Leaders	External:	Third-party Suppliers
Key Result Areas:	The Information Services Manager has responsibility for the following key result areas:		
Relationship Management	<ul style="list-style-type: none"> Establishes and maintains effective working relationships and communications channels between Information Services, internal customers and external suppliers. Establishes Information Services performance standards and services level in conjunction with the internal customers and monitors results to ensure customers receive the agreed level of service. Agree and communicate Information Services strategies, roadmaps and plans that align with and enable business strategies. 		
Information Services	<ul style="list-style-type: none"> Responsible for ensuring that relevant information is identified, gathered and (as required) stored in such a way as to help provide the business with its information needs at minimal cost/overhead and maximum overall efficiency. Responsible for helping the business maximise the usage/benefit of the information that is available to ensure that timely and accurate decisions can be made based on that information. Responsible for informing the business of the information that is available. Responsible for the management of the business information to ensure appropriate levels of retention, recovery, freshness, source tracking, security and integrity are maintained. 		
Development Services & Integration	<ul style="list-style-type: none"> Devises and implements appropriate standards, methodologies and supporting systems to maximise efficiency, quality and control over the process of producing and delivering information systems and interfaces. Responsible for ensuring that the agreed standards and methodologies are consistently adhered to by any person involved in the development of SBS information systems. Responsible for the production and implementation of SBS developed information systems and interfaces, ensuring that the overall project concepts and deliverables align with business standards and objectives. Responsible for the integration of all internal and third-party information and systems as required. 		

- Work with the Solutions Architect to define the architecture, structure and framework of SBS developed information systems and interfaces to ensure they meet the business requirements for availability, efficiency, flexibility, reliability, robustness, security, data integrity and performance.
- Ensuring maximum team proficiency with regards to producing standards based, efficient, easy to use, easy to maintain and error free systems within timelines and budgets agreed with the Project Manager or Sponsor.

Work Planning & Project Management

- Responsible for continually reviewing project, audit, support, maintenance and other Information Services demands, to ensure awareness and understanding of those demands.
- Responsible for ensuring an effective and appropriate allocation of resources to meet the demands, and for communicating the upcoming plans/allocations to all interested parties.
- Responsible for negotiating, planning, scheduling and controlling all internal and external Information Services and Development resources, in conjunction with the other key participants of the related project as appropriate, to fulfil the agreed project/strategic objectives
- Responsible for measuring and reporting team performance in relation to project deliveries, including; quality, time, specification, budget, business outcome and other parameters that allow meaningful assessment.
- Draws on experience and expertise to initiate important / strategic projects, via the General Manager Information & Technology Services.
- As requested by the General Manager Information & Technology Services, act as a Project Manager for the assigned project(s) to ensure a successful result against agreed objectives delivered in accordance with applicable Change Management Methodology.

Staff Management

- Acts as a mentor to Information Services team members by advising and assisting with all aspects of the various Information Services roles to enable staff to effectively act independently of Information Services Management.
- Provide help as appropriate for developing and supporting Information Services Team members.
- Contributes to the ability of Information Services team members to meet performance objectives by being responsible for providing clarity around objectives and measures, day to day supervision, workforce planning, training and conducting performance appraisals.
- Provides regular feedback to Information Services team on achievements against agreed annual and project performance objectives and service levels.

Support & Maintenance

- Shared responsibility with the Technology Services Manager for ensuring data integrity, availability, responsiveness, security and capacity planning of production versions of SBS information systems (especially mission critical on-line banking services) to agreed service standards.
 - Responsible for escalated support issues, on a 365 x 24 x 7 basis, with all SBS developed information systems, databases and third-party application interfaces, to manage these to resolution in line with agreed service standards.
 - Responsible for ensuring that staff are rostered and adequately trained to provide 365 x 24 x 7 SBS information systems support.
 - Contributes to the smooth operation of SBS through ensuring the provision of timely and accurate advice and support services.
 - Responsible for Incident Reporting and resultant action plans/items to identify and address the root cause of the incident in line with agreed service standards.
 - Ensures the on going maintenance of SBS developed information systems, databases and third-party application interfaces.
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**Operational
Activities**

- Contributes to the flow of information by conducting regular team meetings to ensure staff are updated on relevant objectives/issues within SBS and externally, submitting formal monthly reports, attending management and other meetings, and through other regular formal and informal communications.
 - Contributes to the overall profitability of SBS by budgeting, measuring and controlling costs associated with areas of responsibility.
 - Ensures compliance with all SBS policies and processes.
 - Performs other such roles and duties as may be reasonably required by the General Manager Information & Technology Services.
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Person Specification – Information Services Manager

Purpose: To define the required and preferred key personal qualities, work experience and qualifications necessary to undertake the position.

Work Experience: Work experience necessary to competently perform the duties of this position include:

Required

- Extensive experience in information management and business reporting
- Extensive experience across the full System Development Life Cycle (i.e. requirements capture, analysis, design, build, testing, implementation, and support).
- Object oriented experience
- Experience with Project Management and leading development teams

Preferred

- Experience with Process Mapping and Documentation
 - Experience in solution development using JADE
 - Experience with Object Oriented Design Patterns
 - Experience in finance / banking industry
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Personal Qualities: Personal qualities necessary to perform the duties of this position include:

Required

- High levels of professionalism as primary representative of Information Services
 - Ability to communicate and interact effectively with people (internally and externally) at all levels
 - Ability to coach and mentor others by sharing knowledge and experiences
 - Proven people management and development skills
 - Ability to analyse problems from both a business and technical viewpoint
 - Ability to think laterally to conceptualise and visualise solutions
 - Self-motivated and self managing
 - Ability to plan and be systematic
 - Ability to work effectively co-ordinating, and operating within a team
 - Ability to prioritise and meet deadlines
 - Excellent written and oral communication skills
 - Ability to effectively utilise available resources (internal & external)
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Qualifications: Minimum qualifications required to undertake this role include:

Required

- Possess a relevant tertiary qualification in information technology, or computer sciences or substantial Information Services experience in a commercial environment as an equivalent.

Preferred

- ITIL ITSM Service Manager or similar
 - Project Management eg. Prince2, PMP
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