**Role Description**

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| **Executive Manager, ICT Database Management** | | | |
| **Classification** | HAO8 | **Salary Range** | $143,414 - $151,653 per annum |
| **Location** | Kedron | **Status** | Permanent Flexible Full-Time |
| **Work Unit/**  **Branch/District** | Application Development Services | **Division/**  **Region** | Strategic Operations |
| **Contact Name & Position** | Mike Randall  Business Intelligence Specialist | **Contact Details** | Ph: (07) 3635 3396  Mike.Randall@ambulance.qld.gov.au |

**Queensland Ambulance Service**

The Queensland Ambulance Service (QAS) is a division of the Department of Health. The Department of Health’s purpose is to provide highly effective health system leadership.

The QAS provides timely, quality and patient focused ambulance services including pre-hospital patient care and related services across Queensland. The QAS delivers sustainable, adaptive and responsive contemporary health care to Queensland.



To find out more about our organisation, please refer to the QAS Applicant Information Kit or visit [www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au) or [www.health.qld.gov.au](http://www.health.qld.gov.au).

**Purpose of the role**

The Executive Manager, ICT Database Management will provide technical leaderhip and advice to a wide range of customers across the organisation as a key member of the Application Development Services Branch. You will play a pivotal role in ensuring the seamless operation of our enterprise database platforms, contributing to our digital strategy.

**Key responsibilities**

* Lead a team to design, implement and manage systems that deliver against requirements to enable functionality, scalability, performance, and reliability for the business.
* Apply expert knowledge to implement innovative solutions and provide support to key stakeholders, while contributing to the strategic planning in the delivery of ICT services to ensure a focus on continuous improvement.
* Enable informed decision making on ICT issues by developing timely and relevant written submissions, briefs, presentations and information papers for project stakeholders and senior management.
* Coordinate the onboarding of new or expanded services with project delivery teams to ensure operational readiness and smooth transition to business-as-usual.
* Develop complex technical architecture solutions and design and build specific database environments to meet business requirements.
* Lead the installation, configuration, and maintenance of several corporate database and application platforms and ensure they meet the evolving needs of the QAS community.
* Develop and manage the integration of numerous external applications external to QAS to ensure accuracy in data to our partnering agencies.
* Provide senior technical advice and manage specialist negotiations in relation to the ICT hardware and software required for the business to ensure optimal performance.
* Identify possible threats and provide expert technical advice on how the business will mitigate risks in relation to cyber security to ensure the protection of patient confidentiality and incident data.
* Manage and monitor several external vendor contracts to ensure these providers are meeting the requirements of the current service level agreements.
* Collaborate with internal and external partners, contribute to continuous improvement initiatives, and drive the use of emerging technologies to enhance our online applications.
* Serve as a technical escalation point for critical production issues and resolve major incidents through trouble shooting and providing high-level technical advice to support resolutions.
* Adopt, customise, and implement industry-standards in managing databases by creating and maintaining automated scripts that will build, configure, deploy and test environments to maintain, support and enhance our ICT infrastructure.
* Support and interact with clients to manage Production Environments by triaging and analysing issues, including performance and connectivity problems to ensure the availability of the Database infrastructure.
* Guide and coach staff, creating a positive performance culture, developing, monitoring performance and providing feedback. Demonstrate a commitment to continuing professional development to maintain up-to-date knowledge and practices including any mandated requirements.
* As a leader, actively demonstrate and promote the QAS’s approach of zero tolerance towards violence and commit to supporting those affected by domestic and family violence in accordance with QAS policies and mechanisms. Model and influence a workplace culture of gender equality, respectful relationships, diversity, inclusion, employee safety and support.
* Fulfil the responsibilities of this role in accordance with Queensland Public Service and QAS values.

**Basis for selection**

We are seeking applicants who, within the context of the role responsibilities, possess the following key attributes:

* Expert technical knowledge across networks, applications, infrastructure, security and ICT solutions and the proven ability to manage an ICT establishment including contributing to high level planning, achieving identified outcomes and meeting key performance indicators.
* Demonstrated high level leadership skills and experience in providing advice relating to ICT issues to customers, senior management and team members.
* Proven experience working in an outsourced ICT environment, undertaking supplier management against service level agreements, monitoring performance against service level agreements, and cultivating effective working relationships to deliver continuous improvement.
* Highly developed conceptual, analytical and problem-solving skills to successfully develop and implement business improvement initiatives and provide quality advice and management in relation to complex ICT management issues.
* Highly developed communication skills including the ability to build and maintain beneficial professional networks, work collegiately with stakeholders and write professional, high-quality documents for the consumption of senior managers, external audiences and other stakeholders.

**Mandatory/Special conditions/Other requirements**

The following mandatory requirements, special conditions and/or other requirements apply to this role:

* Whilst not mandatory, possession of a recognised degree in information technology and certification in ITIL – IT Service Management Foundation or higher, Managing Successful Projects (PRINCE2) and Managing Successful Programs (MSP) will be highly regarded.

**How to apply**

Please provide the following information for initial assessment of your suitability:

1. **Your current résumé** (including a comprehensive employment history with functions or roles performed, dates of employment, major achievements or awards, and tertiary qualifications). **All attachments for online or email applications must be in PDF or Microsoft Word format.**
2. **A two (2) page statement** outlining your suitability for this position, which should include examples and outcomes achieved to demonstrate your suitability for the role. It is a requirement of the selection process that your statement **not exceed two (2) pages in length**.

Applications can be submitted online via the Queensland Government Smart jobs and careers website at [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/).

**Please refer to the QAS Applicant Information Kit for information about submitting your application, late applications, withdrawing your application and changing your details.**

**Employment screening**

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on persons recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared.

Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit for further details about employment screening and other employment requirements.

**External Applicants**

For information on the documentation that may be required from an external applicant please refer to the Pre-Employment Checks section within the QAS Applicant Information Kit.

**Additional information**

* The role reports to the Business Intelligence Specialist.
* The role supervises a small team of employees and contractors.
* The role has financial and human resource delegations and responsibilities in accordance with the QAS delegation instruments.
* The QAS is committed to maintaining a culture that builds respect, fosters inclusiveness, promotes flexible work arrangements and embraces the unique and diverse qualities of our workforce.
* The QAS stands firm in its position and has zero tolerance for inappropriate workplace behaviour. The [QAS RESPECT](https://www.ambulance.qld.gov.au/respect.html) initiative is designed to foster and promote a culture where employees at all levels feel empowered to ‘step up’ and ‘stamp out’ inappropriate workplace behaviour and provide a positive and safe workplace for everyone.
* The QAS has zero tolerance for child abuse, neglect and harm, and is committed to ensuring the safety and wellbeing of all children and young people. All employees, volunteers and service providers in the QAS and Queensland Health system have a responsibility to respect and promote the rights of children and young people.
* The QAS applies the [Public Sector Commission’s Leadership Competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland) by empowering all leadership levels to deliver high-performing, innovative and future-focused services, making a positive difference to all Queenslanders.
* A mobile, flexible and agile workforce supports service delivery and employee development. You may seek or may be required to work in alternative locations or undertake alternative duties on a temporary or permanent basis.
* Applications will remain current for a period of up to 12 months and may be considered for other vacancies (identical or similar) which may include an alternative employment status (e.g. temporary, full-time or part-time).
* Within one month of commencing employment, the successful applicant is required to disclose any employment as a lobbyist in the preceding two years.
* The incumbent may be required to undertake other duties not listed in the key responsibilities, under the direction of the relevant accountable manager.
* Further information about the QAS and applying for a job can be found in the QAS Applicant Information Kit which is included as an attachment in the job advertisement.