

Position Description (People Managers)

Product Support Manager

Division	People, Performance & Technology
Business Unit	Technology & Digital Services
Management Level	Team Leader/Supervisor
Grade/Band	Band 8
Date position description approved	5 November 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030-2050 Continuing the Vision – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

Lead the product and application support function to ensure currency, availability and reliability of application software, ensure maximum utility to support business outcomes and ensure support activities are conducted in timely, efficient and cost effective manner.

Key accountabilities

- Oversee the provision of product support services, including scheduling, management and reporting of planned and reactive releases in line with service level agreements.
- Develop procedures for implementing and reporting on effective lifecycle management of products and environments, ensuring products are kept current, secure, available and well documented so that reactive and repetitive workload is minimised and the business utility of products maximised.
- Review product code and other product development deliverables to ensure they are fit for purpose and meet CoS and industry standards, where applicable.

- Develop and manage product support contracts and service level agreements to ensure delivery obligations are met and the value of services is maximised.
- Ensure capability to recover product availability within the TDS and CoS Disaster.
- Recovery priorities, through periodic testing, reporting and remediating of disaster recovery processes.
- Identify ways to improve product support services, submitting proposals for major changes to the Manager, Digital Development, so that the support service is continually improving and maintaining relevance.
- Actively participate in development projects and manage inter-team activities to ensure smooth transition to support.
- Develop people to retain currency and relevance in technology industry.
- The position is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.

Key challenges

- Incorporating unplanned activity into product lifecycle and support schedules in response to externally introduced priorities such as regulatory change, vendor changes and cyber security threat.
- Assisting customers to fulfil their responsibilities as business systems owners where digital literacy is low and or there is a high rate of staff churn.

Key relationships

Who	Why
Internal	
Digital Development Manager	<ul style="list-style-type: none"> • Deliver reports, analysis and recommendations on progress towards business objectives and discuss future directions • Provide expert advice on service delivery levels, product utility and performance • Identify emerging issues/risks and their implications and propose solutions
Direct Reports	<ul style="list-style-type: none"> • Verify documentation created • Lead, direct, manage and support performance and development • Guide, support, coach and mentor
Project Team	<ul style="list-style-type: none"> • Schedule and supervise production release activities • Contribute to, review and validate product as built documentation
External	
Stakeholders (Business System Sponsors and Owners)	<ul style="list-style-type: none"> • Provide expert advice on product management and support issues and strategies • Optimise engagement to achieve optimal product business value • Manage expectations and resolve issues

Who	Why
	<ul style="list-style-type: none"> Engage support service providers, manage, direct and supervise Manage expectations and resolve issues
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> Communicate needs, facilitate routine business transactions and resolve issues Negotiate and approve contracts and service agreements Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key dimensions

Decision making

The position is responsible for

- planning, implementing and managing a range of product testing and production environments, to ensure products continue to meet government legislative and regulatory requirements, as advised by business units, and to meet accessibility standards as defined by WCAG recommendations.
- maintaining and retiring products in accordance with the CoS IT Products and Services Acquisition, Management and Retirement Policy.
- establishing and managing contracts within Local Government and Council Procurement Guidelines and IT Products and Services Acquisition, Management and Retirement Policy.
- developing fixes and component remediation in line with CoS Security Policy, standards and procedures.
- introducing new releases and patches in accordance with CoS Change Control standard and associated procedures.

Reports to

Digital Development Manager

Direct reports

Approximately 4 direct reports

- Senior DevOps Engineer

Estimated number of indirect reports

The position also directs and supervises the activity of third party service providers and contractors.

Essential Knowledge, Skills & Experience

- Minimum seven years experience in IT service management with direct business engagement across multiple technology domains and high pressure environment.
- Minimum two years team leadership experience.
- Advanced .Net experience.
- Familiar with integration platforms, MS Dynamics and SharePoint based applications.
- Adept with TFS deployment and code management suite, T-SQL and database management practices.
- Adept working within the ITILv3 framework and applying principles appropriately in the System Development Life Cycle.
- Solid experience in constructing, and managing delivery under support contracts and Service Level Agreements.
- Business acumen for evaluating and driving return on investment and value for service.
- Strong communication skills for liaison and clarity with stakeholders, peers and staff.
- Experience in troubleshooting web based applications, developing resolutions and implementing fixes under controlled release management.
- Strong understanding of systems development life cycle and experience delivering functionality and fixes within a Continuous Integration/Continuous Delivery (CI/CD) methodology.
- Experience in managing multiple production, development and testing environments for operational and cost efficiency.
- Ability to work outside of business hours when necessary.
- Tertiary qualifications with minimum bachelor's degree in computer science/engineering.

Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Team Leader/ Supervisor
	Cultivates Productive Relationships	Team Leader/ Supervisor
	Drives Results	Team Leader/ Supervisor
	Develops People and Culture	Team Leader/ Supervisor
	Operates Strategically	Team Leader/ Supervisor
Management	Technology and Information Management	Team Leader/ Supervisor
	Finance and Resource Management	Team Leader/ Supervisor
	Asset Management	Team Leader/ Supervisor
	Risk Management, Safety and Compliance	Team Leader/ Supervisor
	Procurement and Contract Management	Team Leader/ Supervisor
	Project Management	Team Leader/ Supervisor
	Change Management	Team Leader/ Supervisor
	People Management	Team Leader/ Supervisor