

Systems and Data Lead – Operations

Position Description

Directorate	Operations	Department	Civil Services
Reports To	Team Leader Assets and Systems	Direct Reports	Yes
Queensland Local Government Industry Award - State 2017 -Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	Moreton Bay Regional Council Certified Agreement 2025 EBA6 Wage Level	Schedule 1, Level 6

Position Purpose

The role acts as the principal Operations representative and business lead for operational technology platforms, working collaboratively with Digital Information and Technology (DI&T), software vendors and operational stakeholders to optimise system utilisation and ensure technology solutions support operational requirements. The position drives data-informed decision making, performance reporting and continuous improvement initiatives that enhance operational efficiency, asset maintenance outcomes, compliance and customer service delivery.

You will provide specialist leadership, technical expertise and strategic direction in the governance, optimisation and continuous improvement of business systems, data and reporting, and operational processes across the Civil Services Department.

Key Responsibilities and Outcomes

As a Systems and Data Lead - Operations and member of the Civil Services Department you will:

- Lead and supervise an outcomes-driven team of emerging technical professionals, providing guidance, mentoring and professional development that fosters a high-performing and customer-focused culture.
- Serve as the primary custodian and subject matter expert for operational business systems, evaluating business requirements, prioritising system enhancement requests, assessing operational impacts, resource requirements and implementation priorities, and driving the continuous improvement of systems, technologies and business practices that support operational outcomes.
- Represent Operations as the business owner for externally supported technology platforms, managing vendor relationships and collaborating with DI&T to prioritise, govern and deliver system integrations, enhancements and technical initiatives that support operational outcomes.
- Oversee the identification, governance and enablement of operational data sources, working with data custodians, DI&T and business stakeholders to facilitate secure access to information and support the development of reporting, analytics and performance measures.

- Lead and coordinate system, process and data quality audits to verify the accuracy, integrity and compliance of operational records, asset inspections, maintenance activities and business processes, implementing corrective actions and continuous improvement initiatives where required.
- Lead investigations, analysis and reporting relating to operational systems, data, operational performance, customer requests, insurance matters and compliance requirements.
- Drive business improvement initiatives through the development of policies, procedures and business processes that enhance system utilisation, operational efficiency and service delivery outcomes.

Our Values

Our values:
guiding how we
work and shaping
our future.



SEE THE PERSON.
SEE THE CITY.



OWN THE SOLUTION.
FOR TODAY AND
TOMORROW.



FALL, LEARN, RISE.
TOGETHER
WE GROW.



THINK BIGGER.
LET'S GO.

Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Extensive experience in the administration, governance and continuous improvement of enterprise business systems and operational technologies.
- Demonstrated experience developing complex reporting solutions, dashboards, performance metrics and data analytics to support operational and strategic decision-making.
- Strong understanding of asset management principles, operational service delivery and data governance practices.
- Demonstrated experience managing vendor relationships, service providers, contracts and technology implementation projects.
- Highly developed analytical, problem-solving, investigation and decision-making skills.
- Proven ability to build effective relationships and influence outcomes across multidisciplinary stakeholder groups.
- Demonstrated leadership capability, including staff supervision, performance development, coaching and the management of competing priorities.

Qualifications

- Current C Class Driver License.
- Diploma or Degree in Information Technology, Data Analytics, Business Systems, Asset Management, Engineering, Business Administration or related discipline; or significant demonstrated experience.
- Formal training or certification in business intelligence, data analytics, asset management systems or project management highly regarded.