

SOE DEPLOYMENT LEAD

DOCUMENT TYPE:	Position Description
POSITION:	SOE Deployment Lead
POSITION SUPERVISOR:	Manager Information Technology
POSITION DIRECTORATE:	Corporate
POSITION DEPARTMENT:	Information Technology
POSITION TERM:	Maximum Term
POSITION STATUS:	Full Time
POSITION AWARD CLASSIFICATION:	Band 6
POSITION DESCRIPTION VERSION NUMBER:	1
POSITION DESCRIPTION DATE ADOPTED:	October 2026
POSITION DESCRIPTION REVIEWED BY	Manager Information Technology Human Resources Coordinator
INCUMBENT:	Vacant
FILE LOCATION:	All position descriptions are held on a secure network by the Human Resources Department.
Position descriptions are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Human Resources Department to ensure that the version you are using is up to date. This document is available in alternative formats (e.g. larger font) if requested.	

1 POSITION OBJECTIVES

The SOE Deployment Lead is responsible for independently planning, coordinating and executing the end-to-end deployment of the shared Standard Operating Environment across Loddon Shire Council, Horsham Rural City Council and Hindmarsh Shire Council.

The position will manage user requirements gathering, deployment scheduling, device staging, onsite deployment, post-deployment fault triage and rollout reporting across the three organisations.

Working with a high degree of autonomy, the incumbent is expected to maintain an efficient and well-controlled deployment program, minimise disruption and residual faults, and continuously improve the deployment approach as the rollout progresses.

The position reports to the Manager IT, Loddon Shire Council, while directly coordinating with IT teams, managers and staff across all three participating councils.

2 KEY RESPONSIBILITIES AND DUTIES

Deployment Planning and Coordination

- Establish, maintain and manage the central deployment schedule across all three councils
- Independently coordinate and negotiate deployment timing with users, managers and IT representatives
- Plan deployment activities to efficiently utilise available time and resources across Horsham, Loddon and Hindmarsh councils
- Manage deployment sequencing, dependencies, blockers and rescheduling as project requirements change
- Maintain visibility of rollout progress and forecast completion against agreed targets

User Requirements and Readiness

- Engage directly with each user prior to deployment to identify application, configuration, peripheral and other SOE requirements
- Confirm deployment readiness before scheduling or proceeding with migration
- Identify non-standard requirements and escalate technical or policy exceptions where required

Staging, Deployment and Validation:

- Stage, configure and deploy computers, the SOE, applications and associated user configurations
- Conduct onsite deployment across the three participating councils and perform preparation, troubleshooting and follow-up activities remotely as appropriate
- Validate successful deployment and confirm required applications, configurations and security controls are operating as expected
- Ensure deployment activities are completed with minimal disruption and minimal requirement for subsequent remediation

Fault Management and Continuous Improvement

- Own initial triage of faults arising from SOE deployment
- Resolve faults within the scope of the role and provide effective diagnostic information when escalation to development resources is required
- Identify recurring faults, deployment trends and emerging risks before they materially affect the rollout
- Maintain lessons learned, update deployment procedures and continuously improve deployment quality across all rollout phases

Reporting and Project Control

- Maintain accurate deployment, issue and progress records across all three organisations
- Provide daily, weekly and monthly metrics-based reporting as required
- Monitor deployment velocity, outstanding workload, blockers and forecast completion
- Communicate material risks, trends and issues promptly to the Manager IT and relevant technical resources

Process Improvement

- Actively participate in day-to-day technical discussions with the Collaborative Councils' IT and internal teams to encourage development of knowledge and technical solutions that improve the technical effectiveness and efficiency of SOE

3 ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent will:

- Be responsible for coordinating and delivering defined project activities and resources within clear objectives and agreed timeframes
- Exercise freedom to act within established project objectives, organisational policies and approved technical standards, with regular reporting to the Manager IT
- Make decisions and take actions that may have a significant effect on the quality, cost and timely delivery of the SOE deployment project
- Provide specialist advice to users, IT teams and other stakeholders within the scope of the role, with significant or exceptional matters subject to review or escalation to more senior or specialist employees.

4 JUDGEMENT AND DECISION MAKING

The incumbent will:

- Undertake specialised work using methods, procedures and processes developed from theory, precedent and previous experience
- Improve and/or develop methods and techniques generally based on previous experience
- Apply established techniques and experience to problem solving in new situations
- Work with a high degree of autonomy, with guidance and advice available where required

5 SPECIALIST SKILLS AND KNOWLEDGE

The incumbent will have:

- Proficiency in the application of the technical discipline relevant to the role, including an understanding of the underlying principles as distinct from the practices
- An understanding of the long-term goals of the functional unit in which the position is placed
- An understanding of the relevant policies, objectives and requirements of the functional unit and the wider organisation.

6 MANAGEMENT SKILLS

The incumbent will have:

- Skills in managing time, setting priorities, and planning and organising their own work to achieve specific and set objectives in the most efficient way possible within the resources available and within set timetables
- The ability to plan, coordinate and adjust their work activities to achieve agreed objectives despite changing priorities and operational requirements.

7 INTERPERSONAL SKILLS

The incumbent will have:

- The ability to gain cooperation and assistance from clients, employees and other stakeholders in the administration and delivery of defined activities
- The ability to liaise with counterparts in other organisations to discuss and resolve specialist matters
- The ability to liaise with employees in other functions within the organisation to resolve organisational and operational problems.

8 EXPERIENCE

The incumbent will have:

- A minimum of 2 years' experience delivering technical IT services/support in a corporate environment, including at least 1 year experience deploying end-user systems within a Local Government environment
- Strong demonstrable experience supporting, configuring and deploying hybrid Active Directory / Entra ID joined Windows 11 computers, including Windows Hello, LAPS and BitLocker
- Strong demonstrable practical experience using Microsoft Intune to centrally deploy and troubleshoot standardised configurations, including policies, applications, scripts and remediations
- Strong experience engaging with a wide range of stakeholders and coordinating or negotiating change within tight timelines
- Experience applying well-practised communication skills to consult and negotiate with stakeholders to achieve practical outcomes while establishing and maintaining agreed standards

9 PROFESSIONAL DEVELOPMENT

The incumbent will:

- Maintain a current understanding of Council's end user systems and relevant leading practices
- Proactively engage in self-directed professional development to ensure continued technical capability, sound decision-making and continuous improvement of Council's end user technology and rollout practices

10 FLEXIBLE WORK

Flexibility in working hours is expected to accommodate business-critical needs, noting that some after-hours work is a requirement of this position.

The incumbent will:

- Work primarily from the Wedderburn Head Office, while regularly working at Collaborative Council sites across the Loddon, Horsham and Hindmarsh Shire Councils
- Undertake significant on-site work, complemented by remote work where this is appropriate and provides a more efficient or effective outcome
- Travel regularly and independently between Collaborative Council locations, with work potentially occurring across multiple council locations within the same working week
- Work away from home and undertake overnight stays where required to support project delivery, maintain an efficient deployment schedule and minimise unnecessary loss of productive time through travel

11 QUALIFICATIONS

Qualification	Mandatory or Desirable
Microsoft Entra Fundamentals	Desirable
Microsoft M365 Fundamentals	Desirable
Comptia Computer A+	Desirable

12 ORGANISATIONAL QUALIFYING PERIOD

An Organisational Qualifying period of six months applies to the position.

13 ANNUAL PERFORMANCE DEVELOPMENT REVIEW

A Performance Development Review will be conducted each year. Every staff member is required to actively participate in the Annual Performance Development Review process with his or her immediate supervisor.

14 ORGANISATIONAL RELATIONSHIPS

Relationship	Stakeholders
Reports to	Manager IT
Internal liaisons	IT Team, all end-users
External liaisons	Collaborative Councils' IT teams and all end users, Technology vendors, contractors and technical partners

15 KEY SELECTION CRITERIA

1. A minimum of 2 years' experience delivering technical IT services/support in a corporate environment, including at least 1 year's experience deploying end-user systems within a Local Government environment
2. Demonstrable practical experience managing the centralised deployment and configuration of Microsoft Windows 11 in a hybrid Active Directory / Entra ID environment using Microsoft Intune and Windows Autopilot
3. Demonstrated ability to independently plan, organise, prioritise and deliver a substantial workload in a rapidly changing environment, including ownership and coordination of ongoing schedules across multiple stakeholders and locations
4. Strong stakeholder communication and negotiation skills, including the ability to coordinate deployment activities directly with users, managers and a wide range of unfamiliar stakeholders with minimal supervision
5. Demonstrated analytical and troubleshooting capability, including effective fault triage, escalation and identification of recurring issues and trends
6. Ability and willingness to travel regularly and independently between participating councils, including overnight stays where required.

16 REVIEW

The supervisor and incumbent will review this Position Description for any necessary amendments during the annual Performance Development Review process.

17 GENERAL RESPONSIBILITIES AND DUTIES OF EVERY LODDON SHIRE COUNCIL EMPLOYEE

Every employee of the Loddon Shire Council is bound to adhere to legislation, regulations, and codes of conduct. Specific responsibilities are:

17.1 Council values

All Employees are required to uphold the Values of the Council as set out in the Council Plan and Staff Code of Conduct.

17.2 Equal opportunity and bullying and harassment

Loddon Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, and vilification and bullying.

All Employees are required to:

- respect the rights of all other employees, customers and clients
- adhere to Council's equal opportunity and bullying and harassment policies and procedures
- not get involved in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation

In addition, employees with supervisory responsibilities must also:

- take appropriate actions to prevent discrimination, harassment, sexual harassment, bullying, vilification or victimisation from occurring in their work area; and
- take appropriate steps to remedy the situation if discrimination, harassment, sexual harassment, bullying, vilification or victimisation has occurred

17.3 Occupational Health & Safety

An employee, while at work, shall:

- take the care of which the employee is capable for the employee's own health and safety and for the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace
- adhere to and assist in the continuous improvement of Council's occupational health and safety systems.

17.4 Risk Management

An employee, while at work, shall:

- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure
- adhere to and assist in the continuous improvement of Council's risk management system.

17.5 Staff Code of Conduct

The Staff Code of Conduct applies to all employees of the Loddon Shire Council. All staff must:

- adhere to the Staff Code of Conduct at all times
- familiarise themselves with the Code to ensure compliance with its principles.

17.6 Privacy

The Loddon Shire is committed to complying with the Privacy and Data Protection Act 2014 and the Health Records Act. All employees are required to:

- adhere to the Privacy and Data Protection Act 2014 and the Health Records Act
- at all times ensure that the personal information collected and held by the Council is protected from misuse, loss, unauthorised access, modification or disclosure
- ensure that personal information is appropriately stored and managed
- collect information only directly relating to the services being provided to clients
- not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

17.7 Records management

Loddon Shire Council employees, as public officers under the Public Records Act 1973, have responsibilities for ensuring that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

Managers have an additional responsibility to ensure that departmental Council staff understand and comply with the requirements of the Public Records Act 1973 and Council records management policies and procedures.

17.8 Confidentiality

All employees of the Loddon Shire Council have a duty:

- to serve the Council with loyalty and in good faith
- not to disclose or use any information obtained in the course of employment for any purpose other than carrying out duties of employment
- not to source Council information, or information relating to Council's ratepayers and clients, for any purpose other than carrying out duties of employment.

17.9 Compliance

The Loddon Shire is committed to implementing a compliance framework to encourage organisational-wide compliance with legislation, policy and procedures.

This position is required to manage responsibilities under legislation, policy and procedures.

Where relevant the incumbent must use Council's approved Advent Manager Compliance Software by:

- ensuring obligations and actions in Management Action Plans are attended to within the timeframes allocated
- signing-off obligations and actions in the system once they reach practical completion.

17.10 Child Safe Standards

The Loddon Shire is committed to the safety of children and young people and operates within the child wellbeing and safety amendment (Child Safety Standards) Act 2015.

Staff are expected to be aware of all policies and procedures regarding the safety of children and young people at all times.

18 AGREEMENT

The manager and incumbent, by signing this section of the Position Description, agree that it reflects the current duties and responsibilities of the position.

Incumbent's name:

(Please print).....

Incumbent's signature: Date:

Manager's signature:

Manager's title: Date: