



ICT Operations Lead

Section: People, Process and Technology

Salary point: 18

Position number: PSC1147

Last updated: October 2025

Position objectives

The ICT Operations Lead is responsible for overseeing the organisation's ICT service desk, infrastructure and cybersecurity operations. This role involves leading a team to ensure the robustness, resilience, security, and efficiency of ICT services, systems and networks, managing risks, and ensuring compliance with relevant regulations and standards.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

With a strong focus on customer service, leading the ICT Operations team by providing:

Effective leadership of Council's ICT Operations Team:

- Lead and mentor the ICT Operations team and foster a collaborative high performance work environment.
- Continuously improve infrastructure management processes and ensure that there is comprehensive documentation for service desk, infrastructure and cyber security related processes.
- Investigate escalated requests and work with the other ICT team leaders to deliver a timely resolution.
- Ensure all ICT infrastructure and security projects and services comply with relevant laws, regulations, and the organisational governance and compliance frameworks
- Provide regular reports on application performance, issues and improvements to the ICT Manager.
- Continuously observe the Cyber Security Landscape to develop and implement an ongoing Cyber Security Program of Work.

- Actively participate in external networking groups such as the Hunter Information Forum and industry events.

Coordination and delivery of Council's ICT digital and infrastructure systems and services (Service Operation):

- Oversee Council's ICT Service Desk function, ensuring reliable support, incident resolution and service availability across all technology systems.
- Performance of routine ICT infrastructure maintenance.
- Operational management of Council's network (LAN/WAN) and server application environment (including configuration, integration, troubleshooting and problem isolation, monitoring and measurement of systems).
- Ensure effective contemporary network security and data protection practices are developed, maintained and monitored.
- Maintain and support integration with approved cloud / SaaS services, optimising performance, availability and security of ICT services.
- Ensure operational effectiveness of Council's ICT backup regime, including regular testing, as outlined in the ICT disaster recovery plan.
- Assess and recommend improvements to ICT operations, including hardware, software, communications services, operating systems and database and other service platforms.
- Apply digital solutions and ITIL-based principles to drive continuous improvement in service quality and user experience.
- Complete the scheduled preventative maintenance tasks (outside business hours) which includes the application of firmware updates and system patches and service packs.
- Maintain accurate and accessible documentation for Council's ICT infrastructure.
- Maintain a high level understanding of Council's enterprise architecture.
- Perform information discovery activities in support of staff management, legal or FOI/GIPA investigations.
- Develop and execute comprehensive security strategies and policies to safeguard the organisation's digital assets, together with monitoring and responding to security threats and incidents.
- Investigation and resolution of infrastructure and security incidents logged at the Service Desk in a way that minimises service disruption to customers.
- Identify issue patterns based on incoming customer requests and incidents documented in the ICT service disruption register and lead in the identification of underlying causes and the development of effective long term solutions.
- Participate in the "After-Hours On-Call Infrastructure Support Service" rostering system.

Project Delivery:

- Project management and delivery of assigned ICT and Business Improvement projects.
- Managing risks in accordance with Council's Integrated Risk Management System.

Key accountabilities

The role has substantial operational autonomy as it manages the operational provision of ICT Operations functions. Tasks are performed under the general direction of the ICT Manager. The ICT infrastructure hardware, operating environments, systems and services in an enterprise environment including:

- Virtual server hosting environments.
- Microsoft Windows Server (including Active Directory and Group Policy).
- LAN/WAN services.
- Microsoft 365, including Teams, Exchange or similar collaborative application

- Microsoft SharePoint or similar collaborative application.
- Microsoft SQL Server, Azure or other relational database systems (with an understanding of database concepts).
- Basic Videoconferencing tools and troubleshooting
- Citrix XenApp or similar thin client or presentation services solution
- Enterprise backup solutions
- Enterprise internet and email filtering systems or similar

The role is responsible to the People, Process and Technology Section Manager for the design, implementation and support the technologies and services required to integrate and secure approved cloud / SaaS services.

The ICT Operations Lead is crucial for ensuring the organisation's IT systems are secure, reliable, and aligned with strategic objectives. This role demands a blend of technical proficiency and leadership.

Extent of authority

Required to organise, work with, schedule, and manage staff and resources. Required to resolve technical, systematic, and operational problems independently or as a team without reference to higher levels. This role is governed by clear objectives and budgets and is authorised to control resources engaged in the delivery of council's ICT Operations program, using the most effective available techniques.

Judgement and decision making

A variety of alternatives must be analysed before choices can be made. Problem resolution occurs within existing organisational or professional knowledge and experience. A high level of initiative is required to undertake detailed analysis and develop solutions to major problems. Decisions made will generally affect the work and activities of all groups of the Council, to the extent of functions for which the position is responsible.

All decisions relating to the acquisition and implementation of new technology must be done within the corporate governance framework provisions.

Skills, knowledge and capacity

Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service.
- Understanding of the Australian Business Excellence philosophy.
- Active communication with key business stakeholders to build a partnership that optimises the utilisation of digital services and ensures digital services enable business and community benefits.
- Conduct that demonstrates to others Council's commitment to Respect, Integrity, Teamwork, Excellence and Safety.
- Ability to prioritise workload to meet tight deadlines.

Interpersonal

- Demonstrated supervisory skills that promote high team performance.
- Demonstrated initiative, flexibility and assertiveness with demonstrated ability to act independently.
- Well-developed interpersonal, verbal and written communication skills.
- Demonstrated ability to handle highly sensitive information, respecting confidentiality and disclosure regulations.

Qualifications and Experience

- Tertiary qualification or industry certification in ICT or related discipline.
- Extensive experience in IT infrastructure management and cybersecurity.
- Well-developed analytical and problem solving skills to enable identification of issues and the judgement to determine appropriate courses of action to achieve long term organisation objectives.
- Significant experience administering ICT service desk functions (user support, digital services and solutions, incident management and reporting) to deliver on the responsibilities.
- Significant experience administering ICT infrastructure components (servers, storage, networks, cloud services) and cybersecurity best practices in an enterprise environment to deliver on the responsibilities.
- Experience with risk management, compliance, and incident response.
- Experience creating and maintaining ICT systems documentation.
- Experience with Project management methodologies and tools.
- A current "Class C" NSW driver's licence.

Capability Framework level: Advanced

Personal attributes	Relationships	Results	Resources	Workforce leadership
<ul style="list-style-type: none"> • Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability 	<ul style="list-style-type: none"> • Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate 	<ul style="list-style-type: none"> • Plan and prioritise • Think and solve problems • Create and innovate • Deliver results 	<ul style="list-style-type: none"> • Finance • Assets and tools • Technology and information • Procurement and contracts 	<ul style="list-style-type: none"> • Manage and develop people • Inspire direction and purpose • Optimise workforce contribution • Lead and manage change

Position description approval

Employee Date