



## ICT Manager

**Section:** Organisation Support

**Salary point:** 20

**Position number:** PSC1254

**Last updated:** September 2024

## Position objectives

The ICT Manager leads and manages the ICT team ensuring system security and efficiency to deliver reliable and innovative digital solutions that align technology to the organisation's strategic and operational objectives. This role is responsible for the strategic planning, implementation, and maintenance of the organisation's information communication and technology services to improve business performance and guide cultural change.

## 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

- **Strategic Planning:** Develop and implement strategies that align ICT services with the organisation's goals and objectives. Partner with business stakeholders to assess and recommend new digital services to enhance operations
- **Leadership:** Lead, mentor, and manage the ICT team to foster a collaborative and productive work environment
- **System Management:** Manage and optimise all ICT services end-to-end, including; cloud / SaaS solutions, corporate applications, ICT infrastructure, desktop and mobile devices. Monitor and report system performance, security and reliability
- **Security Management:** Manage the security of the organisation's ICT services, infrastructure and data, including updating, implementing, monitoring and reporting security policies and protocols

- **Support and Troubleshooting:** Oversee technical support and resolve complex ICT issues. Manage communication with all users about ICT service upgrades and opportunities for improvement. Ensure effective user support and training
- **Vendor Management:** Negotiate and manage relationships with technology vendors and service providers to procure ICT equipment and services. Manage the ongoing vendor relationship to monitor and report compliance with service agreements and optimise the business benefits enabled by ICT services
- **Budget Management:** Prepare and manage the ICT budget, including forecasting, cost control, and expenditure tracking
- **Compliance and Security:** Ensure all ICT operations comply with relevant laws, regulations, and the organisational governance and compliance frameworks. Implement and oversee cybersecurity measures to protect the organisational data. This includes managing risks in accordance with Council's Integrated Risk Management System
- **Innovation:** Stay current with emerging technologies and industry trends. Advocate for and drive technological innovation within the organisation
- **Manage the information discovery process** in support of staff performance management and/or code of conduct investigations
- Ensure Council's **ICT disaster recovery** and business continuity solutions are developed, maintained and routinely tested
- **Manage ICT assets to ensure** assets are fit for purpose, secured, and properly maintained to ensure the life cycle is realised

## Key accountabilities

Provide a professional and specialist advisory role to people within or outside of Council, providing strategic advice that can affect the overall direction Council takes with digital investments. Such advice may commit Council and may have a significant impact upon external parties dealing with Council. The position will manage several major projects or teams within Council and requires a blend of technical expertise and leadership ability to drive technological advancement and ensure the ICT Unit effectively supports organisational goals.

## Extent of authority

The ICT Manager is responsible for managing the ICT team, resolving operational problems and participating in a management team to resolve key problems. In addition, the ICT Manager will manage open and active communication between the business and ICT team and optimise the business value delivered from Council's ICT investments.

## Judgement and decision-making

The ICT Manager is required to develop/modify organisation-wide policies and to manage specialised projects requiring considerable interpretation and understanding of organisation operations and the particular subject matter. Positions at this level are 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.

## Skills, knowledge and capacity

### Organisational

- Demonstrated commitment to a customer service culture and delivery of quality service.

- 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
- Understanding of the Australian Business Excellence philosophy
- Implementation and maintenance of up-to-date Council strategies which integrate relevant Council governance, policy, planning and decision-making framework
- Conduct that demonstrates to others Council’s commitment to Respect, Integrity, Teamwork, Excellence and Safety

**Interpersonal**

- Strong leadership skills and experience, with the ability to lead and support a diverse range of internal and external service and technical teams
- Demonstrated ability to liaise with business stakeholders to understand business priorities and work collaboratively to provide digital services/solutions that optimise business outcomes
- Well-developed conceptual, 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
- Strong organisational skills and a demonstrated capacity to act independently
- Demonstrated ability to manage and provide highly sensitive information, respecting confidentiality and disclosure regulations
- Well-developed written and oral communication skills

**Qualifications and experience**

- Bachelor’s degree in Information Technology, Computer Science, or a related field, with significant experience in a relevant leadership position
- In-depth knowledge of ICT infrastructure, systems and security. Systems architecture components of the enterprise architecture
- Demonstrable experience with budgeting, vendor management and strategic planning.
- Proven experience in an ICT management role with a track record of successful project management
- Sound knowledge of business and process improvement methodologies
- Current Drivers License

**Capability Framework level: Advanced**

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

# Position description approval

Employee

Date