



POSITION DESCRIPTION

MANAGER INFORMATION AND COMMUNICATIONS TECHNOLOGY

POSITION DETAILS

Position No.	000746	Department	Business Services
Employment Status	Ongoing full time	Location	Civic Centre

POSITION OBJECTIVE

The Manager, Information and Communications Technology (ICT) is responsible for the overall leadership, management, and strategic direction of the organisation's ICT infrastructure, systems, and services. This role requires a strong technical background combined with exceptional leadership and project management skills. The successful candidate will be responsible for aligning ICT initiatives with the organisation's strategic goals, ensuring optimal system performance, and delivering innovative solutions to enhance operational efficiency and service delivery.

KEY FUNCTIONS AND RESPONSIBILITIES

Strategic Leadership:

- Develop and implement a comprehensive ICT strategy aligned with the organisation's strategic objectives.
- Conduct regular ICT environment assessments and identify opportunities for improvement and innovation.
- Stay abreast of emerging ICT trends and technologies to ensure the organisation remains competitive.
- Provide expert ICT advice and guidance to executive management and other stakeholders.

Operational Management:

- Oversee the day-to-day operations of the ICT department, including system administration, network management, and helpdesk support.
- Manage ICT budgets, resources, and staffing to ensure efficient and effective utilisation.
- Manage the regular enhancement/upgrade of information systems, vendor relationships and associated contracts.

- Establish and maintain robust ICT and information management policies, procedures, and standards in compliance with relevant legislation and industry best practices.
- Ensure the security and integrity of ICT systems, data, and networks through effective cyber security and data protection, risk management, business continuity and incident response planning.
- In conjunction with the Director Business Services, manage ICT assets to ensure that appropriate lifecycles are applied and adequate replacement funds are maintained.

Project Management:

- Lead and manage ICT projects, from initiation to completion, ensuring adherence to project timelines, procurement policies, budgets, and quality standards.
- Collaborate with internal and external stakeholders to define project scope, requirements, deliverables, internal resourcing and testing/implementation activities
- Manage project resources, including personnel, budget, and equipment.

Team Leadership and Development:

- Build and lead a high-performing ICT team through effective recruitment, training, and development.
- Foster a positive and collaborative work environment that encourages innovation and teamwork.
- Delegate tasks and responsibilities effectively, empowering team members to take ownership of their work.

Service Delivery:

- Ensure the delivery of high-quality ICT and Information Management services to internal and external customers.
- Monitor service levels and customer satisfaction, implementing improvements as needed.
- Develop and implement service management processes to ensure efficient and effective service delivery.

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and safety of yourself, your reports or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reporting Relationships

1. **Internal** – This position deals with staff from across the organisation and elected members. The position works closely with other members of the Management Team and the Executive Leadership Team.
2. **External** – Community, customers, contractors, other Local Government organisations, Government agencies and vendors.
3. **Direct Reports** - This role reports to the Director Business Services and has four direct reports.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Tertiary qualifications in Information Technology or a related field.
- Proven experience in ICT management within a complex organisation.
- Expert technical knowledge of ICT infrastructure, systems, security and applications.
- Demonstrated ability to lead and manage high-performing teams.
- Excellent project management and organisational skills.
- Highly developed communication, conflict resolution and negotiation skills.
- The ability to build and maintain effective relationships with stakeholders.
- The ability to review and produce detailed plans, business cases and reports which analyse complex issues.
- Demonstrated high-level critical-thinking and problem-solving ability with the capacity to solve complex and diverse issues in a timely and professional manner.
- The ability to operate in a complex political environment.

Licences

- Current unrestricted motor vehicle driver's licence.
- A satisfactory National Police check is required.
- Working With Vulnerable People Registration is required.

Desirable


- Experience working in local government and broad understanding of associated regulatory functions, business processes and ICT business systems.




Disclaimer

This position description outlines the primary responsibilities and requirements of the position. It is not exhaustive and does not restrict the organisation's right to assign additional duties.

LEADERSHIP COMPETENCIES

The following leadership competency profile applies to all senior leadership positions in Council. Senior leaders are expected to be a positive role model and to demonstrate a commitment to Council's leadership competencies, behaviours and values.

Capability Group	Descriptor
 Lead and Manage People	<p><i>Engage and motivate staff, develop capability and potential in others by:</i></p> <ul style="list-style-type: none">• Building an environment of trust and resilience and being dependable as a leader;• Clearly defining roles and responsibilities;• Knowing each team member's strengths, weaknesses, goals and concerns and helping our people to be the best they can be;• Having difficult conversations regarding poor or ineffective performance;• Sharing expectations with your team and managing expectations around organisation and team needs; and

	<ul style="list-style-type: none"> • Being self-aware of the impact our words and our behaviour has on others.
 <p>Inspire and Recognise</p>	<p><i>Communicate organisational vision, purpose, goals and priorities and recognise achievements by:</i></p> <ul style="list-style-type: none"> • Explaining the organisation’s vision and purpose and how the team’s work relates to this; • Role modelling the values and behaviours we want to see in our people; • Keeping the team informed with organisational policies, processes, procedures and decisions; • Valuing diversity, that we are all different and that we all bring something different to the team; • Broadening our team’s horizons to see how others do things; • Facilitating opportunities to recognise and reward the team and individual efforts and performance; and • Encouraging the team to be accountable and own up to mistakes, share, reflect and learn from them.
 <p>Optimise Workforce Contribution</p>	<p><i>Recruit and deploy people effectively and apply sound workforce planning principles by:</i></p> <ul style="list-style-type: none"> • Recognising the risks that exist and engaging with our people to put effective controls in place; • Understanding and articulating community needs and expectations to the team; • Leading and implementing change effectively; • Reviewing and improving our processes to ensure they enable us to do our work efficiently and effectively; • Allocating work tasks appropriately to make the best use of the skills and strengths in the team; and • Ensuring team members make effective and efficient use of their time.
 <p>Effectively Communicate and Engage</p>	<p><i>Initiate, support and champion communication and assist others to engage using effective communication methods by:</i></p> <ul style="list-style-type: none"> • Facilitating two-way communication and providing timely feedback to staff on their ideas, questions and concerns; • Tailoring messages to suit the needs of a range of different audiences so that they listen, understand and buy in; • Collaborating with others to understand what each of us need to do to provide agreed services to our customers and other stakeholders; • Using critical and reflective thinking and questioning to facilitate problem solving, learning and improvement; and • Facilitating the development of effective relationships to improve the way we work together.