ICT MANAGER
POSITION DESCRIPTION

Position Summary

The ICT Manager will manage the day to day information communication technology and records requirements of Council. This will include all computer hardware, enterprise software, network systems, records , telephony and wireless components of the Council's ICT systems.

Position Details

Title:	ICT Manager		
Classification:	Band 8	**Position Number:**	201
Category and status	Permanent full time		
Reports to	Director Corporate Services		
Supervises	Information Services Officer, Records Officers and Administration Assistant		
External relationships	ICT contractors, public utilities, Office of the Victorian Information Commissioner (OVIC), Public Records Office Victoria (PROV).		
Date PD approved	20 December 2024		

Position Key Responsibilities

Network Maintenance:	Maintain and develop the Council's network, server, storage, core application, and telecommunication environments, with a focus on cloud infrastructure and virtualisation.
Data Security:	Ensure the security of Council data, implement advanced cybersecurity measures, and maintain data backup and restore systems
ICT Asset management	Monitor and plan for ICT hardware and software upgrades, manage annual budgets, and maintain comprehensive registers for ICT resources.
Telecommunications	Maintain the Council's telephone systems, mobile phone, and wireless technology requirements, with an emphasis on unified communications and collaboration tools.
Records Management	Ensure compliance with records management obligations, provide advice and support on records management, and manage Freedom of Information and Information Privacy requests, utilising digital records management systems.
Freedom of Information and Information Privacy	Manage Freedom of Information and Information Privacy requests and reporting requirements. Facilitate Protective Data Security Plan compliance
Project management	Prepare and implement a contemporary ICT Strategy, incorporating agile project management methodologies.
Contractor management	Build and maintain strong relationships with ICT system contractors, vendors, and cloud service providers
Contract Management	Oversee the negotiation, execution, and management of ICT contracts, ensuring compliance with terms and conditions, and managing vendor performance.
Leadership	Provide mentoring and direction to ICT staff, and engage with management and staff to develop ICT systems and processes, fostering a culture of continuous improvement and innovation
Customer Service	Develop and maintain customer service standards for the ICT team and ensure effective helpdesk support, leveraging modern IT service management (ITSM) tools.

Position Organisational Responsibilities

Leadership	Position will be a role model to staff; actively influencing and demonstrating Council's values.
Strategy and policy	Position will develop policies and procedures; write Council reports; participate in Council reporting requirements including Council plan, annual report and regulatory/statutory requirements.
Budget	Position will manage the annual ICT budget.
Internal meetings	Position will be required to participate and conduct regular team meetings.
External collaboration	Position may be required to represent Council in a range of forums including industry networks, government/agency workshops etc.
Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met.
Corporate records	Position is responsible for the team's accurate and timely capture, storage of, and response to, all corporate and ICT related records in Council's record management system
Legislative framework	Ensure compliance with legislative and regulatory obligations, particularly in relation to data privacy and cybersecurity
Customer Service	Position is accountable for the team's adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Take a role in municipal emergencies and disaster recoveries, with a focus on IT disaster recovery planning.

Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the continuous and efficient operation and backup of Council's computer networks and systems and records, and for the timely and effective installation of computer hardware and software. Freedom to act is subject to current regulations, policies and delegations and direction provided by the Corporate Services Director.
Judgement and decision making	Position has authority to make decisions within the scope of the effective daily operation of Council's networks and systems. Position will require sound judgment in relation to the resolution of system and network issues and records management. The position is a specialist in their field of expertise. Guidance and advice will usually be available from within the organisation; however expert advice may need to be sourced externally.
	This position will be required to maintain a high level of confidentiality and discretion as it has access to, and is required to handle a wide range of confidential and sensitive information
Specialist skills/knowledge	Skills/knowledge required in; the management of networks; installation and maintenance of computer hardware and software and systems administration. Position requires an understanding of the long term objectives of the organisation and its statutory obligations in respect of its areas of responsibility. Extensive knowledge of freedom of information and information privacy legislation is required.
Management skills	Position must be able to manage time, prioritise, organise and plan own work and that of their team. Understanding of personnel practices and policies is required.

Interpersonal skills	Position must be able to communicate effectively at all levels within the organisation and externally with relevant stakeholders.
Qualifications/experience	Diploma or degree in a relevant field along with experience in the administration of corporate networks and systems.

Selection Criteria

Experience	Experience working in a similar ICT based position, preferably within a medium to large organisation.
	Experience with the implementation and maintenance of a corporate wide business systems is essential.
	Experience in the application of relevant legislation and statutory requirements.
Leadership	Skills in mentoring and developing staff and building a customer service culture.
Knowledge	Knowledge of wide area networks, the Windows operating environment, Microsoft Office packages, and modern cloud platforms.
Systems	A familiarity with a range of corporate applications would be an advantage
Communication	Excellent verbal communication skills, including the ability to translate complex technical information into simple language, and the ability to build rapport with staff across the organisation is essential.
Contract Management	Experience in negotiating, executing, and managing ICT contracts, and managing vendor performance.

Acceptance of Position Description		
Approved: Director Corporate Services	**Signature:**	**Date:**
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	**Signature:**	**Date:**