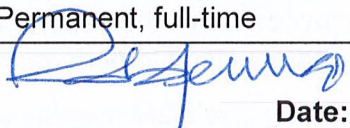


POSITION DESCRIPTION: Manager Information & Communication Technology

Position Title	Manager Information & Communication Technology (ICT)
Designation	Level 8 (Municipal Officer) ASTC EA
Division	Corporate Services
Position Number	P2165
Responsible To	Director Corporate Services
Position Status	Permanent, full-time
Position Description Approved	 Date: 040621

Primary Objectives

Located at the Civic Centre the position will provide leadership and direction to a diverse team of ICT, Security and Registry professionals. Ensure the efficient and effective delivery of these services to the organisation in order to meet Council's business and strategic plan objectives. Collaborate with internal and external stakeholders to ensure compliance with legislative, strategic and policy requirements. Coordinate the provision of high-quality services, where appropriate establish and meet ICT service level agreements and balance business expectations within staff and resource limitations.

Key Responsibilities

- Provide leadership, mentoring and direction to the ICT, Security and Registry teams, ensuring their responsiveness to changing customer needs and the provision of high-quality services is in accordance with ICT management and service delivery frameworks.
- Through delivery of service planning processes, ensure that department and team goals and objectives are set and are in-line with organisational performance and strategic objectives.
- Monitor feedback and contribute to the continuous improvement of the organisation through innovative development of Council's business systems. Engage with stakeholders, applying sound Change Management practices in the delivery of positive outcomes.
- Develop, document, deliver and maintain the operational and physical integrity of Council's ICT systems. Keeping abreast of emerging technologies that may benefit the organisation, and incorporating considered recommendations into business and strategic plans.
- Ensure that Records Management, storage, security and the accessibility of the organisations digital information is in compliance with retention / disposal authorities and schedules defined in relevant legislative, regulatory and policy.

- Manage the provision of operational advice, support and training to users of Council's ICT applications, Records Management and other systems, including development of on-boarding and off-boarding processes and training programs.
- Manage disaster recovery and business continuity strategies, policies and procedures to enable the backup and recovery of critical ICT systems and services.
- Manage, monitor and develop Council's ICT infrastructure ensuring that architecture, capacity, functionality and performance effectively support organisational requirements.
- Manage ICT and security monitoring assets, coordinate ICT projects in accordance with the strategic organisational objectives.
- Ensure that all employees within the department are correctly licenced or certified, supported, trained and equipped to perform their duties competently and safely.
- Ensure adequate staffing levels are maintained.
- Prepare draft ICT budget for Council approval and manage approved budget.
- Uphold organisational values and behave according to Council's Code of Conduct, including treating other employees and the general public with respect.
- Maintain own health and safety and that of other people in the workplace or those who may be affected by the work being carried out.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Financial Delegations

Prepare and manage budgets, as well as grants within financial delegation limits.

Supervisory Responsibilities

ICT employees as per organisational chart.

Qualifications

- Considerable practical experience managing a dynamic ICT team. Tertiary qualifications in Business or Frontline Management, Information Technology, or a Computer Science field.
- Relevant professional or ICT industry (vendor) certification.
- Current NT C Class driver licence to be able to drive in the NT.
- Current National Police Criminal History check.

Selection Criteria

Essential

1. Minimum of three years' demonstrated experience managing and developing a multi-skilled team in an ICT management role, with a proven ability to operate as an effective, positive leader able to build high performing teams and foster collaborative relationships.

2. Ability to strategically align technology with business needs and implement cost effective technology solutions to address complex business challenges.
3. Extensive knowledge of network infrastructure and architecture, VMware / VSphere storage area network technologies and backup systems.
4. Proven leadership and innovative approach to the delivery of Information Services programs and projects with demonstrated experience in organisation wide Change Management and a commitment to continuous improvement.
5. Advanced knowledge of Microsoft server technologies including Active Directory, Exchange and SQL. Familiarity with LINUX will be highly regarded.
6. Advanced knowledge of operating system software, applications software and the development and support of standard operating environments.
7. Solid understanding of the application of digital Records Management principles and practices, including retention and disposal schedules as applicable to local government.
8. Experience in policy formulation and strategic development of ICT Services.
9. Demonstrated ability to prepare and manage a budget.
10. Relevant professional or ICT industry (vendor) certification.
11. Current NT C Class driver licence to be able to drive in the NT.
12. Current National Police Criminal History check.

Desirable

1. Experience with Civica Authority, HP Document Management Systems and Crystal Report development.
2. Experience with SQL, Microsoft Query or equivalent. Programming experience with structured languages such as Visual Basic will be highly regarded.
3. An understanding of the legislative and compliance issues relating to ICT management within Local Government.

Employees Name: _____

Date _____

Employee Signature: _____

