

Position Title	Manager Information & Communication Technology (ICT)
Designation	Level 8 (Municipal Officer) ASTC EA
Division	Corporate Services
Position Number	P2165
Responsible To	Executive Manager Corporate Services
Position Status	Permanent Full-time
Position Description	
Approved	Date: 28/05/25 <i>[Signature]</i>

Position Purpose

The Manager ICT is responsible for leading the development and delivery of innovative, secure, and efficient information and communication technology services. This role ensures that Council's ICT infrastructure supports a digitally enabled workforce and connected community, aligning with strategic objectives and fostering continuous improvement.

Key Responsibilities

- Leadership & Strategy
 - Lead and manage the ICT team to deliver high-quality services.
 - Develop and implement ICT strategies aligned with Council's objectives.
 - Foster a culture of innovation, collaboration, continuous improvement and trusted business partnerships.
 - Act as a strategic partner with all areas of Council identifying and delivering transformative technology solutions to meet operational needs and long-term goals.
- ICT Infrastructure & Service Delivery
 - Oversee the design, implementation, and maintenance of ICT systems and infrastructure.
 - Ensure the reliability, security, and scalability of ICT services.
 - Manage the full lifecycle of ICT service delivery, focusing on proactive engagement and business partnering.
- Security & Compliance
 - Develop and maintain a robust ICT security framework.
 - Ensure compliance with relevant legislation, regulations, and policies.
 - Manage disaster recovery and business continuity strategies.
- Records Management

- Oversee the management of digital records, ensuring compliance with retention and disposal schedules.
- Implement best practices in records storage, security, and accessibility.
- Budget & Resource Management
 - Prepare and manage the ICT budget, ensuring cost-effective solutions.
 - Oversee the procurement and lifecycle management of ICT assets.

Delegations

Per Register of Delegations and within the financial and operational authority relevant to this position.

Supervisory Responsibilities

Per Organisational Structure.

Qualifications

- Tertiary qualifications in Information Technology, Computer Science, or a related field.
- Relevant professional ICT industry certification.
- Current C Class driver license, able to drive in the Northern Territory.
- Current National Police Criminal History Check.

Selection Criteria

Essential:

1. Minimum of three years' experience in an ICT management role, including leading and developing a multi-skilled team.
2. Proven ability to align technology solutions with business needs and strategic objectives.
3. Extensive knowledge of network infrastructure, VMware/VSphere, and backup systems.
4. Demonstrated experience in ICT project management, contract management, and change management.
5. Advanced knowledge of Microsoft platforms, including MS 365, Azure, Active Directory, and SQL.
6. Strong understanding of digital records management principles and practices.
7. Experience in policy development and strategic planning for ICT services.
8. Demonstrated ability to prepare and manage budgets effectively.

9. General understanding of the strategic, legislative and compliance considerations that influence ICT management within Local Government.

Desirable:

1. Well-developed understanding of legislative and compliance frameworks applicable to ICT within Local Government.
2. Experience with Civica Authority, Content Manager Document Management System, and Crystal Report development.
3. Proficiency in SQL and database management.

Legislative and Compliance Framework

This role is required to operate in accordance with, but not limited to:

- Local Government Act 2019 (NT)
- NT Information Act 2002
 - Records and Archives Management
- NT Public Sector Organisations Records and Information Management Standard.
- Fair Work Act 2009
- Anti-Discrimination Act 1992 (NT)
- Work Health and Safety (National Uniform Legislation) Act 2011
- Other applicable Commonwealth and Northern Territory legislation, policies and codes.

Acknowledgement

I acknowledge that I have read and understood the responsibilities and requirements of this position.

Employee Name: _____

Signature: _____ **Date:** _____