

Position Description

Position title:	Manager ICT Operations
Position number:	182
Group:	Information Services and Data
Reports to position title:	Chief Information Officer
Number of direct reports:	☐ Nil ☐ 1 - 3 ☒ 4 - 6 ☐ 7 - 9 ☐ 10 +
Range or classification:	Pay Point 31 – 38
Approved:	July 2026

About the Group

The Information Services and Data Group is responsible for leading Council’s long-term digital transformation while ensuring the reliable day-to-day delivery of information systems and services. The Group designs, implements and supports digital, information and data solutions that enable efficient operations, improve service delivery, and support the achievement of Council’s strategic objectives.

About the Role

The Manager ICT Operations plays a pivotal role in shaping and delivering an ICT Operations roadmap that defines a clear future state aligned with contemporary digital and workplace practices. This role is responsible for driving the transition toward that future state, while ensuring the stability, performance and continuous improvement of the current ICT environment.

The roadmap will underpin the Information Services and Data Group’s digital strategy, balancing innovation with operational continuity and progressively improving service delivery outcomes.

Through strong leadership of ICT operations and cyber security management, the role will position the function as a trusted, responsive and proactive business enabler.

Through strong leadership, system governance and continuous improvement, the role supports Council's strategic objectives, workforce capability and legislative compliance.

The role operates at an enterprise level, contributing to whole-of-Council strategy, decision-making and organisational performance through the provision of accurate data, insights and system capability.

Key Responsibilities

- Provide strategic leadership across information systems and data at an enterprise level, partnering with the Head of Group and Executive to translate organisational strategy into integrated systems, data insights and service delivery outcomes.
- Provide strong governance, financial and risk stewardship within areas of responsibility by managing resources responsibly, overseeing safety performance, identifying and managing financial and operational risks, and supporting compliance, assurance and reporting requirements within agreed frameworks and timeframes.
- Support effective governance, compliance and assurance by applying frameworks, monitoring performance, and contributing to assurance and reporting requirements within agreed timeframes.
- Develop, implement, and report on ICT Operations plans that support Council's strategic objectives and enable the organisation to respond to changing needs.
- Ensure the reliable and secure operation of Council's ICT environment, including infrastructure, networks, telecommunications, cloud services, CCTV, building access, disaster recovery capabilities, and end-user devices, leveraging both internal resources and external vendors.
- Oversee the effective management of user identity and access, software licensing and software version management, disaster recovery arrangements, and the externally provided cyber security monitoring and response.
- Provide clear, practical ICT advice to support business initiatives, including innovation opportunities, system improvements, infrastructure capacity, and service expectations.
- Develop and maintain ICT policies, procedures, and systems documentation, aligned to recognised standards (e.g., ITIL where appropriate), with a focus on improving efficiency and service quality.
- Lead the development and ongoing improvement of cyber security practices, policies, and controls to reduce risk and lift organisational capability.
- Manage the delivery of end-user ICT services, including hardware, software and support services, ensuring strong engagement with stakeholders across Council through regular communication and site visits.

- Deliver and contribute to the ICT Operations Program of work including:
 - Long-term planning for ICT assets and infrastructure based on business needs.
 - Regular reporting on system performance, availability and service delivery.
 - Monitoring service desk performance and user experience.
 - Continuous improvement initiatives to enhance efficiency, quality and safety.
- Ensure appropriate maintenance and life-cycle plans are in place for all critical ICT assets and systems.
- Build and maintain effective relationships within vendors and service providers to achieve reliable, cost-effective outcomes.
- Participate in relevant committees and working groups as required.
- Be accountable for service delivery performance within the portfolio by implementing and monitoring operating models, systems and partnerships that enable high-quality services, effective performance management, and positive stakeholder outcomes.
- Ensure workers within the portfolio effectively use integrated people, performance, learning and continuous improvement systems to build capability, support change, foster collaboration and drive sustained improvement aligned with organisational priorities.
- Carry out other duties appropriate to skills and training.

Selection Criteria

1. Demonstrated senior leadership capability, including experience partnering with executive or senior leaders to translate organisational strategy and workforce objectives into operational plans, lead delivery, and ensure accountability for performance, outcomes and community value.
2. Proven experience in governance, financial and risk stewardship, including responsible resource management, identification and management of financial and operational risks, and contribution to compliance, assurance and reporting frameworks within complex organisations.
3. Relevant tertiary qualifications in ICT, or a related field, and significant experience in a senior ICT leadership role. Project management and/or ITIL V4 qualifications are desirable.
4. Sound understanding of cyber security frameworks (e.g., NIST or Essential 8) and practical experience applying them in an organisational environment.
5. Demonstrated experience leading and delivering complex change initiatives, including the ability to operate effectively in environments with competing priorities and uncertainty.

6. Strong knowledge of ICT service management principles and experience applying service management frameworks and tools (e.g., ITSM) to improve service delivery.
7. Proven ability to lead and develop teams, including setting clear expectations, coaching, and fostering a positive and high-performing work culture.
8. Well-developed communication, stakeholder engagement and influencing skills, with the ability to develop practical business-focused ICT solutions.
9. Experience driving continuous improvement in ICT services, systems, and processes.
10. Analytical and data-driven approach, with the ability to use insights and reporting to inform decisions and improve performance.
11. Current Tasmanian Drivers Licence.
12. Local Government experience (**Desirable**)

Authority and Delegations

The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

Pre-Employment Requirements

Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is **not** required.

National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.