

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Position Title	Manager Technology & Data Services
Position Code	1479
Directorate	Corporate & Leisure
Work Group	Technology & Data Services
Location	Council Offices
Position Classification	Senior Executive Officer
Reports to	Director Corporate & Leisure
Supervises	Digital Change Coordinator, Digital Innovation Specialist (MS365/AI), ICT Delivery Coordinator, Information Governance & Security Coordinator
Effective Date	October 2026
Work Arrangement	Onsite / Hybrid (post-probation eligibility)

Our Commitment

Child Safety

Council is committed to the safety, wellbeing and empowerment of all children and young people. We have zero tolerance for child abuse and are committed to creating and maintaining a child-safe organisation where children and young people are protected, respected and heard. All employees share responsibility for promoting and maintaining a child-safe environment.

Diversity, Equity and Inclusion

Council values diversity and is committed to fostering an inclusive workplace where everyone is treated with dignity, respect and fairness. We encourage and support diversity in all its forms and recognise the valuable contribution a diverse workforce makes to our organisation and the community we serve. All employees are expected to contribute to a respectful, inclusive and equitable workplace and to demonstrate behaviours that support diversity and inclusion.

Workplace Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for employees, contractors, volunteers and visitors. All employees share responsibility for working safely, identifying hazards and complying with Council's health and safety policies and procedures.

Leadership Commitment Statement

Leaders are expected to model Council's Values, foster an inclusive and respectful workplace, communicate openly, and support the wellbeing, development and success of their teams in line with Council's Leadership Commitment Statement.

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Position Objectives

- Provide strategic and operational leadership for Council's technology, software, data, geospatial information systems (GIS), information governance and cybersecurity functions, partnering with business areas to deliver technology enabled change that is fit for purpose and improves service delivery, productivity and decision making.
 - Ensure technology solutions, services and information assets are effectively governed, delivered, adopted and continuously improved to build organisational capability, resilience and business value.
-

Key Responsibilities

Strategic Leadership and Governance

- Lead the development and delivery of Council's technology, data, cybersecurity, GIS and information management strategies, roadmaps and priorities, informed by Council priorities, service needs, statutory obligations and sector insights.
- Provide governance, business cases and advice to support investment, prioritisation and decision making, including costs, benefits, resources and risks.
- Drive continuous improvement of Council's technology ecosystem to improve value, integration, business processes, resilience and organisational outcomes.

Business partnership and Organisational Improvement

- Lead Technology & Data Services as a trusted business partner that engages early, understands organisational and user needs, and provides practical, timely and outcome focused advice and solutions.
- Build shared accountability with business leaders for solution design, technology enabled change, adoption and agreed business outcomes, while meeting security, information, integration and governance requirements.

Change & Project and Portfolio Leadership

- Lead Council's prioritised technology and data project portfolio, ensuring projects are governed and delivered to agreed outcomes, timeframes, budgets and quality standards.
- Establish consistent project and change management practices that support planning, readiness, implementation, training, adoption, handover and benefits realisation.
- Ensure sponsorship, scope, resources, risks, impacts, responsibilities and expected benefits are defined, managed and monitored, with clear and timely advice and escalation to senior leaders.
- Ensure training, guidance and support suit different roles and operating environments and build lasting organisational knowledge, confidence and capability.

Technology Service Delivery

- Ensure Council maintains secure, reliable, user friendly, fit for purpose and financially sustainable technology and data services.
- Establish service standards, governance, current documentation and accountability for the full lifecycle of Council software, systems and infrastructure.

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



- Use service performance and user feedback to address recurring issues and inform service and investment priorities.
- Manage supplier performance, contracts, capability transfer and risk, while balancing essential operations with continuous improvement and strategic priorities.

Cybersecurity, Risk and Resilience

- Lead Council's cybersecurity, technology resilience and risk management functions to protect technology and information assets through appropriate governance, controls and improvement priorities.
- Own, review, maintain and test Council's Disaster Recovery Plan so Council can respond to and recover from technology disruption and cyber incidents.
- Promote organisational awareness and accountability for secure technology and information use through practical controls, advice and regular first line of defence training.

Data, GIS and Information Management

- Lead the strategic management of Council's data, GIS and information management capabilities, including strategies, roadmaps, standards and ownership arrangements.
- Establish shared accountability for data quality, stewardship, access and responsible use, and improve the accuracy, timeliness and integration of data across key systems.
- Deliver Council's GIS and Information Management strategies in partnership with business areas, supporting community and organisational needs, records management compliance, information accessibility and informed decision making.

Leadership and team performance

- Lead and develop a coordinated, high performing Technology & Data Services team that understands Council's business and provides practical, respectful and user focused services.
- Establish clear priorities, responsibilities, service standards and performance expectations, and hold direct reports and team members accountable for agreed outcomes.
- Balance operational services, risk, user needs and strategic improvement within available capacity, making adjustments or escalating constraints when required.
- Build team capability, succession and workforce resilience to reduce unnecessary dependence on individuals or suppliers.
- Manage budgets, workforce, suppliers and contracts within approved delegations and priorities, identifying efficiencies that support Council's financial sustainability.
- Build relationships across industry, the sector and local government to share good practice and support efficient and effective ways of working.
- Drive a team culture that understands Council's business, listens to users, works collaboratively and provides constructive, practical and respectful advice and support.

Leadership Responsibilities (where applicable)

- Lead through Council values.
- Foster an engaged and inclusive culture.
- Support employee wellbeing and development.
- Manage performance and accountability.
- Lead change and continuous improvement initiatives.

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Workplace Health and Safety

- Comply with Council's workplace health and safety obligations.
- Take reasonable care for personal health and safety and that of others.
- Report hazards, incidents and injuries promptly.
- Participate in safety training and risk management activities.

Child Safety

- Promote and uphold Council's Child Safe Standards.
 - Maintain appropriate behaviours when interacting with children and young people.
 - Report concerns relating to child safety in accordance with Council policy.
-

Core Physical Requirements

- Capacity to undertake office-based activities, including sitting at a desk and using a computer for extended periods.
 - Ability to travel between Council sites and other locations as required.
 - Capacity to occasionally lift or move equipment within safe manual handling limits and Council procedures.
 - Occasional work outside usual business hours may be required to support planned works, upgrades, incidents or system go live activities.
 - A current Victorian driver licence is required where travel between sites is needed.
-

Accountability and Extent of Authority

- Accountable for the leadership, performance, operations and customer service of Technology & Data Services, including cybersecurity for supported technology systems.
 - Accountable to the Director Corporate & Leisure for delivery of approved strategies, policies, services, projects, budgets, work plans and operational outcomes.
 - Authorised to manage the department and make decisions and expend funds within approved budgets, delegations, policies and legal requirements.
 - Accountable for escalating material risks, capacity constraints, project concerns and decisions requiring broader organisational authority.
-

Judgement and Decision Making

- Maintain the security and confidentiality of Council information and apply good governance when developing programs and services.
- Exercise sound judgement and problem solving in complex operational, strategic, governance and technology matters.
- Balance organisational priorities, customer needs, risk and available resources when making decisions.
- Provide clear and practical advice and recommendations across Technology & Data Services and Council services.

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Knowledge and Skills

Specialist Skills and Knowledge

- Extensive contemporary knowledge of enterprise technology, corporate software, systems integration, infrastructure, cloud services, data governance, GIS, information management and emerging technology.
- Strong knowledge of cybersecurity, technology risk, service resilience, information governance, records management and business continuity.
- Demonstrated ability to develop and implement practical strategies, roadmaps and governance aligned with organisational priorities.
- Strong project, change and portfolio leadership, including prioritisation, readiness, adoption, risk management and benefits realisation.
- Strong understanding of adult learning, user centred design and practical approaches to building organisational technology capability.
- Strong commercial capability, including financial management, procurement, contract management and supplier performance.

Management Skills

- Demonstrated ability to lead multidisciplinary professional teams, set priorities and maintain accountability for outcomes.
- Demonstrated success leading organisational change and sustained adoption of new systems, processes and ways of working.
- Ability to balance service delivery, risk, user needs and strategic improvement within available resources.
- Ability to plan ahead, manage competing priorities and respond effectively under pressure.
- Commitment to workplace health and safety, equal opportunity, privacy, information security and good governance.

Interpersonal Skills

- Strong business partnership skills and the ability to build trusted relationships across a complex organisation.
- Ability to translate complex technical matters into clear, pragmatic business advice and decisions.
- Highly developed communication, consultation, facilitation, negotiation, training and presentation skills.
- Ability to influence without relying on formal authority and to resolve competing views constructively.
- Strong coaching and mentoring capability that supports leadership, accountability and professional growth.

Qualifications and Experience

- Relevant tertiary qualification in ICT, business or management related discipline, or substantial equivalent experience.
- Substantial senior leadership experience across technology and data services.
- Extensive experience leading complex projects, organisational change, technology adoption and business improvement in a complex organisation.

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



- Experience in local government, the public sector or another regulated service environment is highly advantageous but not essential.

Licenses, Checks and Mandatory Requirements

- National Police Check
- Current Drivers Licence
- Victorian Working with Children Check
- Drug and Alcohol Screening

Employment Screening

The preferred applicant must satisfactorily complete all required pre-employment screening checks prior to commencement of employment. Ongoing employment may be subject to maintaining required licences, registrations, accreditations and clearances.

Key Selection Criteria

- **Strategic leadership:** Demonstrated success leading technology and data services in a complex organisation and aligning investment with business priorities.
- **Business partnership and organisational improvement:** Demonstrated ability to build trusted relationships, understand operational and user needs, and deliver practical and measurable outcomes.
- **Change, project and portfolio leadership:** Demonstrated success governing projects, leading technology enabled change, embedding new ways of working and realising expected benefits.
- **Technology, cybersecurity and information governance:** Strong contemporary knowledge of enterprise technology, corporate software, cybersecurity, technology risk, information governance and service resilience.
- **Data, GIS and information management:** Strong knowledge of data governance, GIS, records management, data quality and system integration.
- **Team leadership and service delivery:** Demonstrated ability to lead a multidisciplinary team that delivers reliable, user focused services, clear advice and influencing senior stakeholders while progressing strategic improvement.

Employment Conditions

Probation

This position is subject to a six-month probationary period in accordance with Council policy and employment agreements

Flexible Work Arrangements

Following successful completion of probation, the incumbent may be eligible to apply for flexible work arrangements, including working from home, subject to operational requirements and Council policy

Our Vision: *A connected, sustainable and thriving community where people, places and opportunities grow together.*

Position Description

Our Values: Trust | Respect | Openness | Fairness | Excellence | Enjoyment



Flexi Leave

This position is: ☐ Eligible for Flexi Leave ☒ Not Eligible for Flexi Leave

Authorised by

Date

Employee Signature

Date