

Position Title

ICT Officer

Award Classification

Dorset Council Enterprise Agreement 2025, or any applicable Agreement that replaces it.

Date Reviewed

20 July 2026

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solutions driven environment that embraces innovation and inspires fresh approaches in adapting to, and creating, change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financial Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

The ICT Officer is responsible for operating, maintaining, improving and optimising Council's digital environment, ensuring technology, systems, and digital tools support efficient, effective, and user focused service delivery across the organisation.

The role provides responsive and customer focused digital services to employees and departments across Council through system administration, user support, business improvement and technology enablement activities. Working collaboratively with stakeholders, the ICT Officer improves the way technology is used, identifies opportunities to streamline processes, builds digital capability and ensures systems remain effective, reliable and aligned with operational needs.

As Council's digital capability and technology maturity evolve, the role will support the ongoing implementation and maintenance of frameworks and initiatives established through Council's ICT Strategy and Digital Roadmap.

Key Responsibilities and Performance Requirements

- Provide responsive ICT and digital services support to employees and departments across Council, ensuring timely resolution of issues, high quality customer service and effective use of technology.
- Support and optimise Microsoft 365, Power Platform and other business systems to improve user experience, productivity and service delivery.
- Develop low code solutions, automation opportunities, guidance materials and training resources that improve business processes, build employee capability and respond to operational needs.
- Develop and maintain positive working relationships across the organisation, seeking feedback, understanding operational requirements and identifying opportunities to improve technology enabled service delivery.
- Identify and implement opportunities to improve systems, processes and user experience through continuous improvement initiatives.
- Coordinate and support minor ICT projects, system upgrades, system enhancements and operational improvement initiatives, in accordance with approved project priorities and governance processes.
- Coordinate day to day relationships with the Managed Service Provider (MSP), technology vendors and service providers, including service coordination, contract administration, monitoring performance against agreed service standards and escalating significant issues as required.

Key Responsibilities and Performance Requirements

- Monitor technology performance, user experience, information security practices and operational compliance requirements, identifying risks and opportunities for improvement and escalating issues where required.
- Maintain approved ICT policies, standards, governance documentation and operational procedures, ensuring they remain current, accessible and applied in day to day digital service delivery.
- Maintain digital portfolio information, technology asset registers and lifecycle records in accordance with approved frameworks, supporting planning, reporting and decision making.
- Support cybersecurity awareness, information security practices and operational compliance requirements, escalating risks and contributing to user adoption of approved controls.
- Support the ongoing implementation and embedding of Council's ICT Strategy, Digital Roadmap and associated governance frameworks through operational delivery, continuous improvement and stakeholder engagement.

Other

- Perform duties in a manner that promotes the improvements and optimisation of Council's digital environment, including the user experience throughout Council.
- Take responsibility for maintaining and developing the knowledge, skills and competencies required to perform the role effectively.
- Participate in induction, training and knowledge sharing activities to support effective digital operations.
- Comply with any directions, training and legislative requirements relating to the safety and wellbeing of vulnerable people, including children and young people.
- Maintain a working knowledge of relevant legislation, standards, policies and procedures applicable to the role.
- Comply with, and actively support, Council's policies, procedures, values and behavioural expectations.
- Undertake other duties within the scope of the role, and consistent with the employee's skills, training and experience, as reasonably directed by the Director – Corporate Services.

Organisational Relationships

Reports To

- Director Corporate Services

Direct Reports

- Nil

Internal Liaisons

- Executive Leadership Team
- ICT Strategy & Transformation Lead
- Managers and supervisors
- Employees
- Corporate Services Team

External Liaisons

- Managed Services Provider (MSP)
- Vendors
- Local government networks
- Contractors, service providers and volunteers engaged by Council
- Industry bodies, local government networks and professional associations

Key Outcomes

Success in this role means:

- Employees receive responsive and effective ICT support, enabling them to confidently use digital tools and systems in their day to day work.
- Employees are increasingly confident and capable in their use of digital systems and technology, reducing reliance on reactive support and enabling more effective use of Council's digital tools.
- Strong working relationships are maintained across the organisation, with technology solutions informed by operational needs and user feedback.
- User requests, incidents and service issues are resolved in a timely manner, with underlying causes identified and practical solutions implemented to minimise recurrence.
- Training, guidance materials and support resources are practical, accessible and contribute to increased employee capability and confidence in using technology.
- Council's business systems, Microsoft 365 environment and digital tools are effectively utilised to support productivity, collaboration and service delivery.
- Opportunities to improve systems, processes and user experience are actively identified and implemented with users, resulting in more efficient and effective ways of working.
- Minor technology projects, system upgrades, system enhancements and business improvement initiatives are effectively coordinated and contribute to the achievement of agreed organisational outcomes.
- Productive relationships are maintained with the Managed Service Provider and technology vendors, supporting reliable service delivery and timely resolution of issues.
- Cybersecurity awareness, information security practices and compliance requirements are actively supported, contributing to the effective management of technology related risks.
- ICT policies, procedures, governance frameworks and supporting documentation remain current, accessible and embedded within Council's operations and user practices.
- Corporate Services is recognised as a professional, responsive and enabling business partner.

Accountability, Authority, Judgement and Decision Making

- Authority to perform duties within the scope of the ICT Officer role in accordance with Council policies and procedures.
- Expected to make sound day today decisions within role scope and escalate matters involving higher risk, legal complexity or significant operational, financial or security impact.
- Required to exercise judgement, confidentiality and discretion when handling sensitive Council, employee and customer information.
- Accountable to the Director - Corporate Services for the performance of duties.

Skills and Knowledge

Essential

- Demonstrated experience providing ICT and digital services support in a customer focused environment.
- Sound knowledge of Microsoft 365, including Power Platform, and the ability to apply these technologies in a practical operational environment.
- Experience administering, maintaining and improving business systems, applications and digital technologies to support effective service delivery.
- Experience supporting cybersecurity awareness activities and organisational compliance requirements.
- Strong troubleshooting, analytical and problem solving skills, including the ability to identify root causes and implement practical solutions that support both operational and compliance requirements.
- Experience gathering business requirements and translating operational needs into practical technology solutions and system improvements.
- Demonstrated ability to analyse business processes, identify opportunities for improvement and contribute to more efficient and effective ways of working.
- Experience working with external service providers and coordinating service delivery outcomes.
- Experience maintaining digital portfolio information, technology asset registers and lifecycle records.
- Experience supporting the implementation of technology projects, system enhancements and business improvement initiatives, with the ability to manage competing priorities and deliver agreed outcomes.
- Well developed communication skills, including the ability to prepare user guidance materials, deliver training and explain technical concepts in plain language to users with varying levels of digital capability.
- Demonstrated ability to build positive working relationships and work collaboratively with employees, managers, vendors and other stakeholders.
- Commitment to continuous learning and maintaining currency with emerging technologies, digital tools, automation capabilities and industry trends.

Desirable

- Experience working in local government or another large and complex organisation.
- Experience working with external Managed Service Providers and technology vendors.
- Experience facilitating workshops, training sessions or organisational capability building initiatives.

Qualifications and Licences

Essential (or the ability to quickly acquire)

- Certificate IV, Diploma or higher qualification in Information Technology or a related discipline, or equivalent demonstrated experience in a similar role.
- Current driver's licence.
- Ability to obtain and maintain any required employment related checks.

Desirable

- Microsoft 365, Power Platform, Azure or related vendor certifications.
- ITIL Foundation certification.
- Qualifications, training or relevant experience in cyber security, project management, business analysis or continuous improvement.

Personal Attributes

- **Customer focused and approachable**, with a genuine commitment to supporting users and building positive working relationships across the organisation.
- **Curious and adaptable**, with a willingness to learn, evaluate and embrace new technologies, automation opportunities and emerging digital capabilities.
- **Proactive and improvement focused**, seeking opportunities to enhance systems, processes and user experiences.
- **Collaborative and supportive**, working positively with colleagues to achieve shared outcomes and build organisational capability.
- **Professional and accountable**, taking ownership of responsibilities and following through on commitments.
- **Resilient and adaptable**, able to manage changing priorities and respond positively to challenges.
- **Organised and dependable**, with a structured approach to managing work and competing priorities.
- **Solution focused**, approaching issues constructively and persistently to achieve practical outcomes.
- **Service oriented**, committed to understanding customer needs and delivering practical, responsive and professional support.

I, _____ (name) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____