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<b>POSITION</b>	ICT Coordinator
<b>EMPLOYMENT STATUS</b>	Permanent Full-Time
<b>CLASSIFICATION</b>	Band 3 Level 3
<b>EMPLOYMENT CONDITIONS</b>	Goldenfields Water County Council Enterprise Award 2023
<b>SECTION</b>	Corporate Services
<b>LOCATION</b>	Temora
<b>REPORTS TO</b>	Corporate Services Manager
<b>DIRECT REPORTS</b>	1

To achieve the mission and vision of Goldenfields Water, Council and its employees have a core set of corporate values. These values benchmark the expected standards of behaviour and underpin and guide our everyday decision making and activities. Our corporate values are:

**INTEGRITY   TRUST   RESPECT   TEAMWORK   CONTINUOUS IMPROVEMENT**

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## **POSITION OBJECTIVES**

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To lead a professional team to ensure the provision of high-quality ICT and OT functions and support across the Goldenfields Water organisation. Specifically, but not limited to, this role will manage the organisations cyber security compliance in accordance with the Security of Critical Infrastructure Act 2018 and all relevant regulations and best practice.

### **WITHIN SECTION**

- You will lead the team responsible for the development, implementation and support of integrated ICT/OT systems and equipment, including but not limited to the governance, risk and implementation of best practice continual improvement processes.
- Manage emergency after hours provisions.
- To share knowledge and experience to facilitate effective and efficient decision making.
- To manage financial provisions and delegations within the Department.
- To lead the team approach for all staff within the Department.

### **WITHIN ORGANISATION**

- To maintain high levels of communication with all other Departments of the organisation so that they can operate in a consistent, efficient, and professional manner.
- To ensure a professional and compatible work environment while providing a helpful, efficient, and courteous service to internal and external stakeholders.
- To provide a prompt response to inquiries from internal and external stakeholders.
- Manage the organisations cyber security compliance in accordance with the Security of Critical Infrastructure Act 2018 and all relevant regulations and best practice.
- Develop, implement, and improve the organisations third party applications, including mobile, that support internal and external functions of the Council.
- Ability to manage, coordinate, and control special projects.

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## KEY DUTIES AND KEY RESULT AREAS

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Key duties include, but are not limited to:

- Coordinate the acquisition, installation, configuration, maintenance of Information Communication Technology (ICT) and Operational Technology (OT) infrastructure in accordance with industry best practice and Council requirements.
- Development of Standard Operating Procedures and implementation of training across Council relating to ICT and OT systems.
- Supervise the ICT Team including determining work priorities, recruitment, induction, training and performance reviews.
- Provide high level ICT/OT infrastructure support to assist with efficient and effective running of ICT/OT systems and processes across the organisation.
- Maintain up to date Disaster Recovery Plan to support Council's Business Continuity Plan.
- Analyse current and emerging IT security issues including security trends, vulnerabilities and threats and recommend appropriate action.
- Lead targeted risk assessments and audits of new and existing services and technologies and provide advice to management to enable informed risk management decisions.
- Lead the function to ensure that the appropriate security technologies, frameworks, policies and training programs are in place to protect the organisation's systems and information.
- Develop, implement, and review ICT/OT specific policies, procedures, plans and strategies.
- High level engagement with third-party vendors in line with Council's Vendor Management Framework.
- Management, integration, and maintenance of Councils financial, corporate and water billing ICT/OT software management systems.
- Prepare ICT documentation including business cases, specifications, tenders and Council reports.
- Assist in preparation of the budgets and capital works programs.
- Management of Council's ICT/OT software licences and routine payments of related invoices.
- Liaise with internal and external customers.

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## CORPORATE REQUIREMENTS

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- Maintain work, health, safety and environmental policies and procedures to ensure commitment in promoting and practicing work, health, safety, and environment protection.
- Maintain awareness and compliance with Council's Code of Conduct and policies, including the EEO Policy, Anti-Bullying and Harassment Policy, and relevant risk management protocols.
- Willingness to undertake and commitment to continuous improvement.
- Work flexibility to meet the demands of the organisation.
- Adhere to corporate record keeping requirements.
- Contribute to the creation of a high-performance culture where accountability, innovation, change and excellence in service delivery are valued.

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## INFORMATION MANAGEMENT

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The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

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## ORGANISATIONAL RELATIONSHIPS

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**Responsible to:** Corporate Services Manager  
**Supervision of:** ICT Officer, Senior ICT Officer

### Internal and External Liaison:

<b>Internal</b>	All council staff
<b>External</b>	Customers
	General Public
	IT Contractors
	Software Agents
	Government Departments
	Other Local Governments

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## EXTENT OF AUTHORITY

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- Works with a degree of autonomy within established guidelines, procedures, policies, and legislative requirements.
- Prioritises work to ensure that all tasks are performed within a satisfactory timeframe.
- Signs routine Council correspondence arising from the ICT section where directed.

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## KEY SELECTION CRITERIA

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### ESSENTIAL CRITERIA

- Degree in Information Communication Technology and/or equivalent tertiary qualifications and/or relevant experience.
- Demonstrated experience in Cyber Security and/or related discipline.
- Demonstrated experience in managing an ICT/OT department.
- Demonstrated experience in ICT/OT infrastructure planning and development.
- Demonstrated experience in the management of integration from SQL Server
- Proven ability to effectively prioritise and execute tasks in a high-pressure environment to drive results.
- Proven high level confidentiality, integrity, professionalism and attention to detail.
- Demonstrated project management experience in an ICT/OT environment.
- Proven (excellent) written and verbal communication skills for a variety of audiences.
- Demonstrated understanding of and commitment to EEO and WHS principles and practices.
- Current NSW Class C Licence.

### DESIRABLE CRITERIA

- Demonstrated experience in developing and monitoring ICT budgets.
- Certification in ITIL and/or CompTIA Network+, Server+, Security+ or equivalent.
- Demonstrated understanding of local government responsibilities and processes.
- Demonstrated experience with managing the integration and maintenance of Techone, Civica, and Infor related products.