Position Description

POSITION TITLE	System Lead & ICT Infrastructure Manager
POSITION NUMBER	102401
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	CFO
LOCATION/S	Alice Springs
SUPERVISOR	CFO
POSITIONS SUPERVISED	This position has one direct report

PRIMARY OBJECTIVE

The System Lead & ICT Infrastructure Manager is responsible for security of system and network, while leading a team of ICT & Records professional, oversee the implementation and maintenance in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Provide senior level specialized ICT support and incident resolution including trouble shooting and analysis to define configuration specifications and business technological requirements.
2. Analysis of hardware, software, networking components and data storage and consider the option of system & Network infrastructure deployment within a cloud computing system
3. Assist and work closely with other departments to align infrastructure initiatives with business goals and ensure that technology supports operational efficiency.
4. Maintain ICT & Records infrastructure, operational resilience, security, performance of Cloud Services by liaising with vendors, on-premises infrastructure, Network, Unified Communications and other associated technologies.
5. Support in business data integrity, develop disaster recovery plans, monitor cyber security measures, and mitigate any security vulnerabilities.
6. Maintain and manage network peripherals ISO 27001 standards (ISMS), Microsoft suite, O365, DNS, Security & Compliance Policies, Network protocols and third part integration
7. Lead IT projects, manage external vendor relationships, and oversee budget planning for ICT & Records resources.
8. Conduct research and make recommendations to management on ways to improve system performance and efficiency and IT solutions effective in meeting the future requirements of the organization.
9. Be engaged in an effective and proactive health, safety and wellbeing culture.
10. Any other reasonable duties delegated by the Supervisor which are within level.

SELECTION CRITERIA

Essential

1. Bachelors/Masters in IT or related discipline and/or extensive knowledge and skills gained through practical work experience.
2. Proven experience in developing and maintaining positive working relationships with internal and external stakeholders in complex cultural settings.
3. Demonstrated ability to lead, manage and develop employees from a range of cultural backgrounds.
4. Demonstrated leadership qualities including an ability to manage, motivate and develop a team in a cross-cultural environment.
5. Ability to analyse, develop and implement strategic priorities or to make high value strategic decisions and recommendations in relation to ICT & records infrastructure.
6. Well-developed, deployed and implemented practical skills in the correlation of administration in Microsoft suite, O365, Azure, Ubiquity, Meraki and SaaS products etc.
7. Demonstrated persuasive communication skills with the ability to develop collaborative partnerships, provide accurate and timely professional reports on services and activities and develop business cases and operational plans and guidelines.
8. Demonstrated strategic planning skills, knowledge and implementation of system & infrastructure management requirements, and the ability to develop and implement strategies.
9. Demonstrated experience in maintaining budgets and optimizing revenue.
10. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
11. Current Class C license and Ochre Card.

Desirable

1. Experience in Local Government.
2. Postgraduate / Other Qualifications in a field related to the position.

Approved: 3rd March 2025

Chief Executive Officer