

Position Description

MANAGER TECHNOLOGY & INNOVATION

POSITION OVERVIEW

The Manager Technology & Innovation provides both a strategic and operational leadership role responsible for overseeing the Information & Communication Technology team. This position ensures the efficient functioning of all technology systems, infrastructure, and services.

In this role, you will lead by example, cultivating a flexible and customer-focused team. You will ensure that technology strategies, policies, and procedures are developed and implemented to support the organisation's objectives and foster innovation. A key focus will be collaborating with stakeholders across departments to identify and address technology needs, enhance system performance, and optimise technical solutions. You will be able to be hands on when required, with technical expertise in IT systems, network infrastructure and cybersecurity risk management.

Central to the role is leading and modelling a values-driven culture where Council's values are reflected in all actions and decisions. A strong customer focus will underpin this role's ability to deliver high quality services. The role will set clear expectations of acceptable behaviour, uphold high standards of conduct, and foster an inclusive, respectful, and accountable workplace.

CLASSIFICATION AND RELATIONSHIPS

Classification:	Senior Executive Officer (according to the <i>Local Government Act</i>) and the <i>Alpine Shire Council Enterprise Agreement</i>
Reports to:	Director Corporate and Community
Supervises:	ICT Coordinator Project Manager (Information Technology and Business Projects)

KEY DUTIES AND RESPONSIBILITIES

Technology Strategy and Planning

- Develop and implement technology strategies aligned with Council's objectives and future vision.
- Provide strategic advice to executive management on technology trends, opportunities, and risks.
- Identify and prioritise technology initiatives that enhance service delivery, operational efficiency, and stakeholder engagement.

Leadership and Team Management

- Lead, mentor, and manage the ICT team comprising ICT Operations (including network infrastructure, corporate systems and data, and information management) and the Technology Project Management Office. With a focus on fostering a collaborative and high-performance culture.

- Maintain a network of recognised experts (inside and/or outside the organisation) who can deliver expert advice in relevant areas.
- Working closely with ICT and the Alpine Leadership Team (ALT) provide clear direction, set performance goals, and monitor progress to achieve departmental and organisational objectives.
- Manage staff development, training, and succession planning to build a skilled and motivated team.
- Manage with emotional intelligence and provide a psychologically safe work environment.

Technology Governance and Compliance

- Establish risk management processes to identify and mitigate potential technology-related risks.
- Advise and work with the Audit and Risk Committee in reviewing and managing ICT and Information Management (IM) risk.
- Develop and manage an integrated change & release management framework that best supports Council's ways of working (e.g. DevOps or ITIL).
- Work closely with Manager Corporate and the Records Management Officer in building and delivering IM (SharePoint, EDRMS etc), Ensure that outcomes are compliant with FOI, PROV and VAGO requirements and aligns with the Alpine Shire Enterprise Data Architecture (EDA).
- Develop and enforce technology policies, standards, and procedures that ensure data security, privacy, and compliance with the relevant regulations.
- Oversee the ICT Steering Committee to achieve alignment with its core objectives as documented in the ICT Strategy.

Project and Program Management

- Oversee the planning, execution, and delivery of technology projects and programs within scope, timeline, and budget.
- Collaborate with cross-functional teams to define project requirements, deliverables, benefit and success criteria.
- Monitor project performance, identify issues, and implement corrective actions as needed.

Vendor and Stakeholder Management

- Build and maintain effective relationships with technology vendors, ensuring cost-effective procurement and high-quality services.
- Collaborate with internal stakeholders to understand technology needs, gather requirements, and prioritise projects accordingly.

Innovation and Continuous Improvement

- Drive a culture of innovation within the organisation by exploring emerging technologies and identifying opportunities for process improvement.

- Lead initiatives to streamline workflows, enhance user experiences, and leverage technology for better service delivery.
- Explore and actively participate in opportunities for shared services and collaborative procurement with other LGA's

Budget Management

- Prepare and manage the ICT budget, ensuring optimal allocation of resources and alignment with strategic priorities.
- Monitor expenditure and provide regular financial reports to senior management.

Performance Measurement and Reporting

- Define key performance indicators (KPIs) for the ICT function and regularly assess performance against these metrics.
- Prepare and present comprehensive reports on technology initiatives, projects, and outcomes to executive management and council stakeholders.

Technical Capability

- Oversee the maintenance all IT systems, including servers, workstations, and network infrastructure, ensuring that IT solutions support the company's future growth.
- Understanding of the configuration, and maintenance of network infrastructure to ensure reliability and scalability, including virtual desktop infrastructure to support a remote workforce.
- Application of the Essential Eight cybersecurity framework, ensuring data privacy and robust threat analysis, risk management, and compliance and staying current on emerging technologies and cybersecurity trends to ensure the organisation remains secure and up to date.
- Skillset to proactively research and resolve technical challenges in support of the team.

Accountability and extent of authority

- Accountable to the Director Corporate & Community.
- Has authority and freedom to act in accordance with broad goals, budgets, Council policies and the provisions of relevant Acts, Regulations, Codes as contained in the Instrument of Delegation. Only periodic reviews are provided by the Director.
- The position is responsible for the performance of the Technology & Innovation Department, and under the guidance of the Director Corporate & Community plays a key role in corporate accountability.
- Decisions made / actions taken by the Manager can have a substantial effect on the managed functions or on the public's perception of Council.
- Accountable for the ensuring that the Technology and Innovation Team delivers high quality customer service to both external and internal customers, meeting the requirements of any published Customer Charter.

Other duties

- Undertake other duties as directed by the Director.
- Comply with Alpine Shire Council's Code of Conduct and Corporate Policies.

Judgement and decision making

- Solve complex problems in a demanding environment and contribute to forward-thinking policy development.
- Make strategic decisions aligned with organisational goals and within delegated authority, legislative requirements, and established policies.
- Evaluate unclear options and develop policy recommendations.
- Allocate resources to achieve corporate objectives.
- Provide timely advice and recommendations to Directors, CEO, and Council.
- Solve issues and make decisions transparently and professionally.
- Consider the broad economic, political, and social impacts of decisions.

Leadership skills

- Promote a professional work ethic and achieve high-quality outcomes.
- Prepare and adhere to budgets and business plans.
- Effectively manage resources, assets, projects, and staff to maximise service delivery.
- Develop and commit to teamwork, with effective delegation.
- Manage information flow within the organisation.
- Exhibit strong time management skills to meet changing priorities and objectives.

Interpersonal skills

- Lead, motivate, and develop staff to achieve organisational and individual targets.
- Establish effective working relationships with internal and external stakeholders.
- Excel in negotiation, conflict resolution, and communication with diverse audiences.
- Project a positive image in all interactions with internal and external customers.
- Comply with Alpine Shire Council's Code of Conduct and Corporate Policies.

EXPERTISE

Qualifications

- Tertiary qualification in Information Technology, Computer Science, or a related field (or equivalent).
- Valid Working with Children Check
- Current Victorian Driver License.

Specialist knowledge and skills

- Strong understanding of technology trends, cybersecurity, and risk management.
- Demonstrated ability to manage technology projects from concept to implementation.

- Excellent interpersonal and communication skills, with the ability to engage with stakeholders at all levels and the ability to present complex reports at a senior management level.
- Strong financial management skills with a demonstrated capacity to manage complex program budgets and meet the financial accountability requirements of Contemporary understanding of current and emerging technologies, frameworks and industry best practices (demonstratable through industry qualifications, technology implementations or other training or through interview)

Experience

- Proven experience in a senior technology leadership role, with a track record of driving technology strategies and managing teams with high-level human resource management skills.
- Demonstratable experience in managing an organisations day to day ICT operations including Disaster Recovery, Back Up and cybersecurity.
- A track record of mentoring less senior staff through sharing your high-level technical expertise (SFIA8 *Specialist advice TECH level 5 & 6*) and resolving complex ICT issues.
- Proven experience in the delivery of best practice technology solutions, innovation, and excellent internal service delivery.

HEALTH, SAFETY AND RISK DUTIES AND RESPONSIBILITIES

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person.
- Seek assistance when unsure of how to perform a task.
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives.
- Regularly inspect your work environment for hazards.
- Provide specialist advice on technology related risk e.g. Radio frequency exposure if required.
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor.
- Support the return-to-work plan for any injured worker when returning to work.
- Council Employees do not smoke in any workplace or when engaged in work related activities. Smoking is an issue for both Council and employees as it impacts on both the work and personal life of the smoker and other employees and in some cases the reputation of the Council.

¹ Skills For an Information Age - [Specialist advice — English](#)

PHYSICAL REQUIREMENTS

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor Environment.
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood.
- The work environment may include uneven surfaces and up and down stairs.