



Position Description

Kentish and Latrobe Councils

Manager, Information and Technology

Position Number NEW

Department Corporate and Business Services

Reports to Director, Corporate and Business Services

Work location Kentish and Latrobe Councils

This is a shared position between the Kentish and Latrobe Councils. The position requires the provision of services to both Councils. We are a diverse and inclusive workplace that understands the importance of flexibility. Talk to us about how we can best support you.

Classification Manager
This classification offers a Roster Day Off.

Last Review Date April 2026

Version 0.1

Position Objective

The Manager, Information and Technology is responsible for leading and managing Council's ICT and digital services to support effective service delivery, organisational strategy, and community outcomes. The role provides strategic, tactical, and operational leadership across information technology, data governance, records management, and business intelligence, while ensuring reliable, secure, and customer-focused ICT services.

The position leads a small multidisciplinary team and works closely with senior management, service managers, and external partners to build organisational capability, drive continuous improvement, manage risk, and ensure technology investments deliver value for Council.

This role reports to a member of Council's Executive Management Team (Director, Corporate and Business Services). At Kentish and Latrobe Councils, the Corporate and Business Services team ensures each council has the necessary resources and support to achieve its strategic goals and objectives, supporting community and economic development, finance, customer and business support, information technology and knowledge management.

Key Responsibilities

Leadership and People Management

- Lead, develop, and manage a high-performing, customer-focused team, fostering a culture of accountability, collaboration, inclusion, and continuous improvement.
- Provide clear direction, coaching, mentoring, and performance management to team members, supporting professional development and workforce capability.

ICT Operations and Service Delivery

- Oversee day-to-day ICT operations, ensuring system availability, reliability, performance, and timely resolution of incidents and service requests.
- Monitor team workflows, service performance, and adherence to service targets and agreed service levels.
- Manage third-party vendors, managed service providers, and support partners, including contract performance, warranties, and service level agreements.

Strategy, Planning, and Governance

- Develop and implement ICT strategies, roadmaps, policies, and procedures aligned with Council's strategic and operational objectives.
- Provide high-level specialist advice to the Chief Executive Officer, Executive Leadership Team, and senior managers on ICT strategy, emerging technologies, risks, and opportunities.
- Establish and maintain ICT governance frameworks, standards, and controls to support effective decision-making and compliance.

Cyber Security, Risk, and Resilience

- Lead information security, cyber risk management, privacy compliance, and access control practices across Council.
- Ensure effective business continuity and disaster recovery planning, testing, and ongoing improvement.
- Ensure compliance with relevant legislation, standards, and frameworks.

Data Governance, Records, and Business Intelligence

- Establish and maintain robust data governance frameworks to ensure information is accurate, secure, compliant, and appropriately classified.
- Ensure records and information are created, managed, retained, archived, and disposed of in accordance with legislative, archival, and organisational requirements.
- Lead the development and use of business intelligence, reporting, and analytics to support evidence-based decision-making and performance monitoring.
- Oversee data integration, quality, and records management to ensure data is reliable, consistent, and fit for purpose.

Digital Enablement and Customer Focus

- Improve internal and external customer experience through effective technology service delivery, system usability, and responsive support.
- Identify and implement digital solutions, automation, and workflow improvements that enhance efficiency, service delivery, and community outcomes.
- Build digital literacy and knowledge management capability across the councils' through training, guidance, and change management support.

Financial, Asset, and Contract Management

- Manage budgets, including capital and operational expenditure, renewals, and total cost of ownership.
- Manage the councils' ICT assets, inventory, licensing, and lifecycle management to ensure security, compliance, and value for money.
- Lead ICT procurement planning, contract management, and vendor negotiations in accordance with Council policies.

Project and Change Management

- Lead ICT projects including system upgrades, migrations, implementations, and improvements from conception to completion.
- Ensure projects are delivered on time, within budget, and with effective stakeholder engagement and change management.

Accountabilities

- Deliver high-quality, customer-focused ICT services that support operational efficiency and service delivery outcomes.
- Ensure ICT systems and services are secure, reliable, compliant, and aligned with Council's strategic objectives.
- Manage ICT resources, budgets, assets, and contracts responsibly and transparently.
- Maintain effective governance, risk management, and compliance across all ICT, data, and records management functions.
- Lead and develop staff in a manner consistent with Council values, policies, and performance expectations.

Note: Whilst the key responsibilities and accountabilities for the role are set out above, the Council may direct the employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.

Working conditions

- Office environment within the Kentish and Latrobe Council offices and depots.
- Occasional travel within the local area and throughout Tasmania for meetings and events.
- Some weekend and evening work may be required.

Working Relationships

Direct Reports

- Business Analyst
- Records Officer
- Information Technology Support Officer
- Embedded IT Support Officer (Managed Service Provider)

Internal

- Council management and workers

External

- Visitors
- Contractors and labour hire organisations
- Ratepayers and the general public
- Other local government bodies
- State and Commonwealth Agencies

Judgement

The position requires a sound understanding and application of Council policies, financial processes, and relevant legislative frameworks to address both routine and moderately complex issues within the area of human resources and people management. Decision-making involves assessing and interpreting relevant policies, procedures and standards, with judgments guided by best practices and local conditions.

The role necessitates resolving technical and operational challenges such as complaints and adapting policies and procedures to new developments. While the role operates with a high degree of independence, consultation with senior staff is required for significant decisions, ensuring alignment with overall strategic goals.

Qualifications and Licences

- Driver Licence.
- Registration to work with Vulnerable Persons.
- Tertiary qualifications in Information Technology, Information Management, Business, or a related discipline with a minimum of five (5) years' experience in a similar role or an equivalent combination of skills, experience and professional training.

- Relevant ICT industry experience and/or professional certifications

Experience, Knowledge and Skills

- Demonstrated experience managing ICT operations and service delivery within a complex organisation, including leadership and development of technical or service delivery teams.
- Proven experience in ICT strategy development, planning, implementation, and the delivery of ICT projects, including managing organisational change.
- Experience working in a records management environment.
- Demonstrated capability in managing ICT budgets, assets, contracts, and third-party vendors to achieve value for money and reliable service outcomes.
- Extensive knowledge of contemporary information systems, ICT infrastructure, digital service delivery, and business intelligence, including the effective use of data to support decision-making.
- Sound understanding of ICT governance frameworks, cyber security, privacy, risk management, data governance, records management, and legislative compliance requirements.
- Highly developed leadership, analytical, conceptual, and problem-solving skills, including the ability to translate business needs into practical ICT solutions and manage competing priorities and risks.
- Excellent communication, negotiation, and relationship management skills, with demonstrated ability to prepare high-level reports, advice, and recommendations for senior management and Council.
- Knowledge of local government operating environments, challenges, and policy directions (desirable).

Working at Kentish and Latrobe Councils

Our Values

Kentish and Latrobe Councils are a values-based organisation. We aim to attract, recruit and retain people who will uphold our values and are committed to building a strong values-based culture. Our values and behaviours reflect what we consider to be important, that is:



Safety	We feel safe and secure in our environment by looking after ourselves and each other's physical and mental wellbeing.
Teamwork	We work as ONE team – regardless of location or role – supporting each other to provide quality services to our community and achieve the Council's goals.
Accountability	We work in a transparent and open way, doing our best and working with pride, professionalism and integrity with our colleagues and for the community.
Respect	We act with integrity and kindness to create an inclusive workplace where our colleagues, customers and the community feel welcomed, respected and valued.

Work Health and Safety Compliance

As part of this role, you are expected to:

- Follow the WHS Act, Regulations, applicable Standards, Codes of Practice, policies and procedures.
- Recognise workplace risks, perform risk assessments, and implement controls to eliminate or reduce hazards where reasonably practicable.
- Report hazards, near misses, and incidents immediately and participate in investigations to strengthen safety outcomes.
- Undertake all required WHS inductions and training, and support the safety awareness of volunteers, contractors and new staff.
- Work collaboratively with colleagues, health and safety representatives, and management to support a proactive safety culture.
- Assist with regular workplace inspections, audits, and review of safety procedures or documents to ensure ongoing compliance and improvement.

Child Safe Organisation Compliance

As part of this role, you are expected to:

- Ensure all duties are carried out in compliance with Council's obligations under the Child Safe Standards, legislation, and policies and procedures.
- Demonstrate a strong commitment to child safety by proactively identifying and responding to risks, concerns, or breaches related to child safety and wellbeing.
- Actively promote a culture of child safety, including fostering environments where children and young people are respected, their voices are heard, and their rights are upheld.
- Participate in mandatory training and development programs relating to child safety as required.
- Immediately report any concerns or disclosures in accordance with legislative obligations and Council's reporting procedures.