

Position Description

Manager Information Communication & Technology

Division	Corporate & Community
Business Unit	Information Communication & Technology
Management Level	M3
Location	Council Administration Building, Yass
Award Band	Professional/Specialist/Technical Band 3, Level 3
Salary Grade	Grade 22
Date position description approved	15 October 2025

Council Overview

Yass Valley Council is a local government organisation employing over 150 staff with an annual budget of \$50 million. Yass Valley Council (YVC) is managed by the Chief Executive Officer and three Directors.

This management team ensures the continued delivery of excellent services and optimum infrastructure to residents and visitors. The three Directorates of YVC are Corporate and Community, Planning and Environment, and Infrastructure and Assets.

The Corporate & Community Division comprises Finance, Human Resources, Information Communication Technology, Governance & Risk, Customer Service, Community & Economic Development, Library Services, and Media & Communications. The role of Manager Information Communication Technology is located within the ICT team.

Council Vision

“To build and maintain sustainable communities while retaining the region’s natural beauty”.

Council Values



Primary Purpose of the Position

The Manager ICT provides strategic leadership and assurance for the delivery of modern, secure, and innovative ICT services across all Council operations. This role is responsible for formulating and executing a comprehensive ICT strategy and action plan over the next four years, addressing the challenges of cyber security, artificial intelligence (AI) adoption, and digital transformation in the local government context. The Manager will guide the Council in using technology to improve service delivery, enhance systems integration and optimize business processes while maintaining a strong security posture and an adaptable, high-performing ICT team.

Key Accountabilities

Within the area of responsibility, this role is required to:

- Lead the development and implementation of a 4-year ICT strategic plan aligned with the Council's objectives, focusing on future needs and opportunities.
- Develop, implement, and maintain a robust cyber security program to protect Council's digital assets, data, and infrastructure from threats. This includes creating policies, conducting risk assessments, and managing incident response plans.
- Research, evaluate, and recommend the strategic adoption of AI and other emerging technologies to automate routine tasks, improve data management, and enhance operational efficiency and service delivery.
- Ensure the seamless, secure, and reliable operation of all ICT infrastructure and systems, while maintaining high service standards for internal and external customers.
- Collaborate with internal and external stakeholders to align technology solutions with business goals and promote a culture of technological innovation and security awareness.
- Lead and manage the ICT team, fostering their skills development and building capability in critical areas such as cyber security and new technologies to meet future demands.

Organisational Accountabilities

Code of Conduct: Comply with the minimum standards of conduct expected of employees as set out in Council's Code of Conduct.

Customer Service: Present a positive image of Council and provide an effective service to Council customers, the community and internal customers.

Equal Employment Opportunity: Promote a workplace free from discrimination and harassment by treating all colleagues and customers with respect and professionalism without regard to background or irrelevant personal characteristics.

Policies and Procedures: Comply with all Council's policies, procedures and guidelines.

Workplace Health and Safety: Take reasonable care for the health and safety of self and others. Comply with any reasonable instructions, policies and procedures given by Council.

Key Challenges

- Influencing and driving a culture of continuous improvement, innovation, and technological change across all Council operations.

- Optimising technology costs while investing in critical areas such as cyber security and AI to future-proof the Council.
- Developing and implementing a robust ICT strategic and action plan that effectively addresses current capability gaps and aligns with long-term Council objectives.

Key Internal Relationships

Who	Why
Manager Governance	Complimentary influence and assurance role.
Council ICT Team	Synergies for improving contemporary practice and use of technology.
Leadership Group	Re-enforce cyber security and the elements discussed in 'key challenges' for improving council efficiency and technological use.

Key External Relationships

Who	Why
Contractors, Vendors etc	Manage contracts and associated deliverables.

Key Dimensions

Decision making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the Chief Executive Officer as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies and procedures. Decisions should also be consistent with the objectives of Council's strategies and plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Reports to

Director Corporate & Community

Direct reports

Network & Systems Administrator
Snr ICT Support Officer

Indirect reports

ICT Support Officer
Jnr ICT Support Officer

Budget (operating and capital expenditure)

\$1,400,000.00

Essential Requirements

1. A bachelor's degree in Information Technology, Computer Science, or a related field. Combined with significant demonstrated experience (typically 5+ years) in a similar ICT management role, preferably within a medium to large organisation.
2. Proven experience in formulating, directing, and executing ICT strategies and action plans that align with organisational goals.
3. Extensive knowledge and demonstrated experience in cyber security principles, risk management, and compliance with IT and Cyber Security related Governance, Risk and Compliance (GRC) frameworks such as the Essential Eight, ISO 27001 or NIST.
4. An ability to implement security measures to protect data and infrastructure and to lead incident response.
5. Strong leadership and team management skills with a proven track record of supervising, mentoring, and developing a team of ICT professionals.
6. Excellent communication, negotiation, and influencing skills, with the ability to translate complex technical information for a non-technical audience.

Desirable Requirements

1. Previous experience working within a local government or public sector environment is highly desirable, including knowledge of specialist local government software and relevant legislative requirements.
2. Familiarity with the application of emerging technologies such as Artificial Intelligence (AI) to improve business processes and service delivery.
3. Relevant industry certifications would be highly regarded.
4. Demonstrated experience in negotiating, executing, and managing ICT contracts and vendor risk management and performance to ensure value for money and service level agreements (SLAs) are met.
5. Experience in managing and reporting on annual operating and capital expenditure budgets, including the ability to justify IT investments and optimize costs.
6. Demonstrated competency in project management methodologies (e.g., Agile) to lead and oversee the successful delivery of complex ICT projects on time and within budget.

Approval History

Stage	Date	Comment	MagiQ Reference
Position redesign	1 March 2021		9582
Position review	30 July 2021	Removed Customer Service and added Media & Communications	
Position review	13 October 2025	Position description updated by Director Corporate & Community	

Ownership and Approval

Responsibility	Role
Author	Director Corporate & Community
Approver	Chief Executive Officer