

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Senior ICT and Cyber Security Officer</b>
<b>Award/Agreement:</b>	<b>TOC Industrial Agreement 2024</b> (and any subsequent agreement)
<b>Classification level:</b>	<b>Level 9</b>
<b>Directly reports to:</b>	<b>Manager ICT</b>
<b>Positions under Direct Supervision:</b>	<b>Nil</b>

### Organisational Context of Position

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 11,000 people and is located in the picturesque western suburbs of Perth, Western Australia. The Town has five key goals areas: Leadership and Governance, People, Liveability, Environmental Sustainability and Prosperity.

### Organisational Mission

We exist to deliver quality services for Claremont today and to build the foundation for the future.

### Organisational Vision

The Town is a progressive, respectful, sustainable, local government supporting a connected, flourishing community.

### Organisational Values

- **Respect:** We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.
- **Integrity:** We are open, accountable and honest.
- **Quality Communication:** We demonstrate our respect for our community and each other through timely, accurate and understandable communication.
- **Customer Service:** Every contact with a customer is important and an opportunity to demonstrate our commitment.
- **Excellence:** Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

Deliver high-quality ICT services, ensuring secure and reliable technology operations. Maintain security operations and ensure uplift of cyber security posture. Assist with ICT governance and strategic planning.

### Objective 1: Information and Communications Technology (ICT)

- Manage, maintain and document all ICT infrastructure including networking, servers, storage, virtual workloads, applications and cloud services.
- Maintain the Town's ICT asset inventory and conduct periodic audits.
- Manage the Standard Operating Environment for workstations and mobile devices including deployment, installation, configuration, and updates.
- Maintain backup and recovery systems including monitoring and periodic restore testing.
- Support disaster recovery and incident response activities including planning, testing and execution.
- Oversee datacentre components to ensure infrastructure uptime and resilience including maintenance of communications racks, cabling, backup power and environmental monitoring.
- Provide operational support to staff through the service desk function; triage, assign and track tickets through to a timely resolution.
- Diagnose and resolve technical issues relating to user access, authentication, connectivity, endpoints, applications, licensing and security.
- Contribute to the continuous improvement of service desk processes, documentation, and user experience to enhance ICT operations.
- Prepare high-quality documentation in a range of formats (procedures, support articles, change requests, diagrams, test plans etc.) and keep configuration records current.
- Manage the procurement and lifecycle of ICT assets and consumables; coordinate with vendors, suppliers and contractors.

### Objective 2: Cyber Security

- Detect and respond to security threats and incidents; collaborate with the IT team, vendors and government partners to resolve incidents.
- Implement and monitor approved security controls across the ICT environment in line with best practice.
- Contribute to the improvement of security controls and propose initiatives to uplift security posture.
- Prepare and maintain cyber security documentation including technical and governance documents.
- Support IT audit activities including planning, conduct and remediation.
- Raise awareness and educate staff on the risks of cyber security; prepare digital materials, send staff communications and delivery training.

### Objective 3: Strategic

- Provide technical input into strategic plans and technology roadmaps.
- Support strategic planning activities, including project and resource planning, scheduling, costing and the establishment of key performance indicators for ICT infrastructure.
- Engage with internal stakeholders to understand business requirements, issues and opportunities for improvement.
- Work with vendors, government organisations and internal stakeholders to deliver outcomes that meet both technical and business objectives.
- Contribute to the development, implementation and maintenance of ICT governance artifacts to ensure alignment with best practice and organisational requirements.

### Objective 4: Work Health and Safety (For Managers/Senior Officers)

- Raising WHS awareness throughout business units.
- Facilitation of continual improvement and cultural beliefs around safety.
- Actively promote WHS and disseminate WHS information.

- Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards.
- Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards;
- Effectively communicate with regard to the WHS management system.
- Apply WHS and relevant legislation.
- Implement components of WHS management systems.
- Implement hazard identification, risk assessment and control.
- Implement incident investigation, reporting and record keeping.

#### **Objective 5: Corporate Responsibility (All Staff)**

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate an ongoing commitment to the Town's Customer Experience Charter.
- Provide a high level of customer service.
- Promote and maintain harmonious relationships in the workplace.
- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Adhere and follow the Town's Record Keeping Plan.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

#### **Objective 6: Continuous Improvement (All Staff)**

- Employ the mind set of continuous improvement to all work tasks.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

### **SELECTION CRITERIA**

#### **Essential**

- Tertiary qualification in Information Technology, Computer Science, or a related discipline and relevant professional experience; *or* a less formal qualification supported by significant specialist skills and experience in a comparable role.
- Strong understanding of modern ICT infrastructure, networks and system administration principles.
- Demonstrated experience configuring, maintaining and supporting networking equipment.
- Demonstrated experience managing next-generation firewalls.
- Demonstrated experience with backup, archiving, disaster recovery and business continuity processes.
- Ability to work autonomously and manage competing priorities effectively.
- Ability to manage vendors and engage effectively with stakeholders at all levels.
- Excellent communication and customer service skills, with the ability to empower users and support a positive customer experience.

#### **Desirable**

- Cisco CCNA Routing and Switching or similar certification.
- Microsoft Associate level certification in a relevant area.
- Demonstrated experience administering Windows Server, Microsoft Exchange Server, PowerShell and SQL Server and Windows client operating systems.
- Demonstrated experience managing Microsoft Hyper-V virtual infrastructure.
- Demonstrated experience administering Microsoft 365, Intune and Entra ID.
- Experience providing high-level ICT support and technical leadership within a government environment.

- Experience with IP telephony or phone systems.
- Experience with tools that support a Managed Operating Environment (MOE) for workstations and mobile devices.
- Experience with planning, administering or maintaining CCTV infrastructure.
- ITIL certification or equivalent service management framework knowledge.
- Evidence of a growth mindset and commitment to continuous learning.
- Experience with ERP systems.
- Local Government experience
- Availability to work outside of core hours as needed.

## REQUIREMENTS

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for sighting or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification including at least one with a photograph (i.e. Driver's License and Passport or Birth Certificate).
- Provide a Police Clearance (at employee cost).
- Provide evidence of the Right to Work in Australia.
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position) or completion of a medical questionnaire.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

## Signatures

### Chief Executive Officer Approval

Signature

Date

### Employee

Signature

Date