

POSITION DESCRIPTION

POSITION: ICT Operations and Security Officer	
DIRECTORATE: Business Services	GROUP: Business Systems
SECTION: ICT Solutions and Support	REPORTS TO: Section Leader ICT Solutions and Support
GRADE: H	EMPLOYMENT TYPE: Permanent Fulltime
HOURS/WEEK: 35	POSITION No.: 183
DATE: May 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our Business Services Directorate is focused on enabling and supporting the City through the provision of high quality customer services, robust and innovative business systems, contemporary people and culture guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory.

THE GROUP

Our Business Systems Group is responsible for working across the organisation to develop effective business solutions through the provision of technology systems and support to ensure enhanced service delivery and performance. The Group is also responsible for the provision of the Geographic Information System (GIS) and information to support decision making.

POSITION OBJECTIVES

The objective of this position is to support the Business Systems Group in delivering robust, highly available, and cost-effective Information and Communication Technology (ICT) solutions. The position is responsible for ensuring the efficient operation and systems administration of the City of Coffs Harbour (the "City") ICT environment. The role also aims to increase the security posture of the City's ICT environment by developing and implementing plans that enhance the City's compliance with the Australian Signals Directorate (ASD) "Essential Eight mitigation strategies" and ISO standards.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- System administration of the City's Microsoft 365 services, Azure application stack and management of the on-premises Active Directory services.
- Assist with the transformation to Cloud based services.
- Maintain the operations of all virtual, web, and client systems to ensure availability.
- Troubleshoot and resolve ICT service issues related to on premise Infrastructure and cloud services.
- Perform Systems administration and maintenance of all on premise and cloud applications including but not limited to Exchange, Microsoft Endpoint Configuration Manager and Microsoft Endpoint Manager, Group Policy, SOE management, SIEM and backup solutions.
- Utilise PowerShell to automate systems processes.
- Develop and implement software standards for servers, operating systems, end-user workstations and mobile devices.
- Develop and manage backup solutions and maintain a patching regime across ICT infrastructure and ensure operating systems and applications remain at current patch levels and are in support by the vendors.
- Carry out technical vulnerability assessments of IT systems and processes and make recommendations to control any risks identified.
- Analyse, review and respond to security alerts, events and vulnerabilities including implementing mitigation activities.
- Develop and implement security strategies and projects in pursuit of compliance and best practice, including but not limited to; (ISO27001, PCI DSS, ASD Essential Eight).
- Develop and implement security policies, standards, processes and procedures, and guidelines for the City.
- Report security performance against established security metrics.
- Increase security awareness by providing security advice and guidance on best practice to all staff and leadership team.
- Create and review an information security awareness program to ensure all staff across the City understand ICT related security risks.
- Contribute to the review, implementation and testing of the Business Continuity, Incident Response and Disaster Recovery Plans to prioritise system recovery in the event of a failure.
- Keep on top of current threats, zero-day vulnerabilities and work closely with Cyber Security NSW and implement recommendations as required.
- Work closely with the ICT Infrastructure and Networking Officer to help support reverse proxy, firewalls, switches, wireless, CCTV services and PKI Infrastructure.
- Document and transfer knowledge to the Service Desk staff on solving common systems-related problems.
- Oversee the change and problem management functions.
- Leverage optimisation techniques to maximize the efficiency of all computer systems.
- Keep up with technological trends and advances.
- Research emerging threats and vulnerabilities.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Group Leader Business Systems
- Section Leader ICT Solutions and Support
- Business Systems team
- City Staff.

External

- Suppliers
- Contractors.

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 6:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Ordinary hours worked outside this span as agreed will attract the appropriate shift penalty in accordance with the Award and the City's procedures.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - Meal
 - Travel.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Degree majoring in ICT related discipline OR equivalent OR skills gained through equivalent experience.
- Solid experience in an ICT related work environment
- Current Class C Drivers Licence.

Desirable

- Understanding of the Local Government environment.

CAPABILITIES

- Strong ICT technical skills gained through solid experience in the following areas:
 - System Administration and IT operations
 - Backup solutions
 - Disaster recovery
 - Incident response
 - Vulnerability and patch management
 - Cyber threat detection, prevention and security.
- Experience with core infrastructure technologies is desirable, including but not limited to:
 - Azure AD and Azure IdP including Enterprise Applications, App Registrations, Conditional Access, ADConnect.
 - Microsoft 365 administration application stack (Exchange, OneDrive, SharePoint, Teams etc)
 - Virtualization Technologies (HyperV and Azure)
 - Windows workstation and Servers
 - Microsoft directory services (Active Directory, DNS, DHCP, Group policy)
 - Microsoft Endpoint Manager and Microsoft Endpoint configuration Manager
 - Powershell
 - Next Gen antivirus technologies.
 - Security Incident and Event Management
 - Palo alto Firewalls
 - Netscaler
 - PKI.
- Ability to lead and deliver large scale ICT Operations and Security projects.
- Demonstrated ability to develop policies, strategies and project plans to improve ICT security.
- Demonstrated ability to work in a team environment and contribute positively to team goals.
- Demonstrated logical thinking, analytical skills and strong communication skills.
- Proven inter-personal skills with strengths in relationship building and customer service.
- Ability to react quickly and decisively in responding to ICT incidents and issues.
- Ability to prioritise tasks, to handle the challenges of a varied role and successfully deliver within agreed timelines.

**Position Demands Analysis
ICT Operations and Security Officer**

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	3	Elevating arms above shoulder height	0	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	0	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	0	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	0	Walking for extended periods	1	Hearing above background noise	0
Pulling Loads > 5kg	0	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	0	Frequent bending / stooping	0	Colour vision	0
Lifting with trunk twisting	0	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	0			Odours / Mists / Fumes	0
Liquids	0			Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen-based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	0
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	0
Noisy work areas	0	Fatigue	0	Violence/aggression from animals / wildlife	0