

POSITION DESCRIPTION

POSITION: Team Leader ICT Support	
DIRECTORATE: Business Services	GROUP: Business Systems
SECTION: ICT Solutions and Support	REPORTS TO: Section Leader ICT Solutions and Support
GRADE: I	EMPLOYMENT TYPE: Fulltime
HOURS/WEEK: 35	POSITION No.: 592
DATE: August 2026	

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 governance and legal guidance as well as positive communications and engagement. The Directorate also covers our Commercial Business areas of property management, Holiday Parks and Laboratory which are significant drivers of non-rate revenue as well as important services in their own right.

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 Objective

To lead and manage the ICT Support function, while actively contributing to the delivery of responsive, reliable and customer-focused ICT support services across the City. The position provides leadership to the ICT Support Team, oversees service performance and operational priorities, and drives continuous improvement, effective technology lifecycle management and the adoption of contemporary ICT practices that support organisational needs.

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

- Lead, manage and develop the ICT Support Team, establishing clear priorities and expectations and fostering accountability, capability, collaboration and the delivery of responsive, customer-focused ICT support services.
- Lead and coordinate Service Desk operations, while actively contributing to the delivery of frontline ICT support, including responding to service requests, troubleshooting and resolving ICT issues. Ensure incidents and service requests are effectively triaged, prioritised and resolved within agreed service expectations, and provide leadership and escalation support for complex or high-impact service issues.
- Monitor, analyse and report on ICT support performance, service levels and customer experience, identifying trends, risks and opportunities and implementing improvements to service quality, efficiency and effectiveness.
- Oversee the development and maintenance of ICT support documentation, knowledge resources, procedures and training materials, ensuring effective knowledge sharing and capability development across the ICT Support Team and organisation.
- Manage ICT Support operational and project budgets, procurement activities, contracts and vendor relationships, including forecasting and expenditure monitoring, to ensure effective resource management, service performance and value for the City.
- Lead and contribute to ICT projects, technology implementations and change initiatives, ensuring agreed outcomes are achieved and new or changed services are effectively transitioned into operational support and adopted across the organisation.
- Oversee the effective lifecycle management of end-user technology, ICT assets, software, telephony, mobility and communication services, including procurement, deployment, licensing, inventory management, supplier performance and disposal.
- Develop, maintain and promote relevant ICT policies, standards, procedures and guidelines; support the implementation of cyber security controls and operational security practices; and contribute to ICT disaster recovery and organisational business continuity arrangements.
- Build and maintain effective relationships with internal stakeholders, technology partners and service providers, understanding organisational requirements, managing service expectations and facilitating effective resolution of ICT service issues.
- Research and evaluate emerging technologies, industry trends and contemporary practices, identifying and progressing opportunities to improve ICT services, organisational capability and Future Ways of Working across the City.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Section Leader ICT Solutions and Support
- ICT Support Team and broader Business Systems Group
- Executive Leadership Team, People Leaders and employees across the City
- Project teams and key internal stakeholders involved in technology, service improvement and organisational change initiatives.

External

- ICT technology partners, vendors and service providers
- Contractors and consultants
- Relevant government agencies, industry bodies and professional networks, as required.

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. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
 - Weekdays outside of 06:00 to 19:00 – 20%
 - Saturdays – 25%
 - Sundays – 50%.
- 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:
 - On Call Allowance
- 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 in Information and Communication Technology, Information Systems or a related discipline, or equivalent relevant qualifications and substantial industry experience.
- Substantial experience in ICT service delivery and support within a complex, customer-focused environment, including the management and continuous improvement of ICT support services.
- Demonstrated experience leading and developing ICT teams, including managing performance, capability, priorities and service delivery outcomes.
- Demonstrated experience managing ICT projects, budgets, procurement, contracts, vendors and technology assets.
- Current Class C Drivers Licence.

Desirable

- ITIL or other recognised IT Service Management certification.
- Relevant contemporary ICT industry certifications.
- Experience working within a large, multidisciplinary or public sector organisation.

CAPABILITIES

- Highly developed leadership and people management capability, with the ability to build team performance, capability, accountability and a positive customer-focused service culture.
- Advanced analytical, problem-solving and decision-making capability, including the ability to exercise sound professional judgement, manage risk and determine appropriate responses to complex technical and operational matters.
- Highly developed communication, negotiation and stakeholder management skills, with the ability to build effective relationships, influence outcomes and communicate complex technical matters to technical and non-technical audiences.
- Strong planning and organisational capability, with the ability to establish priorities, manage competing operational and project demands and deliver outcomes within agreed timeframes and resources.
- Strong business and commercial acumen, including the ability to understand organisational needs, manage resources and suppliers, and translate business requirements into practical and sustainable ICT service outcomes.
- Demonstrated capability to lead continuous improvement and technology-enabled change, including evaluating opportunities, implementing service improvements and supporting successful organisational adoption.

**Position Demands Analysis
Team Leader ICT Support**

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	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work Lifting 9.1 - 22.7kg	1	Sitting for extended periods	3	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	0	Balancing	0
Repetitive Lifting	0	Walking for extended periods	0	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	M/V Oils / Fuel		Possible exposure to sharp	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0	Exhaust fumes		Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
	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	1	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	1
Noisy work areas	0	Fatigue	0	Threat/attack from animals / wildlife	0