

Position Description

Coordinator ICT Data Solutions



Position Title:	Coordinator ICT Data Solutions	Directorate:	Community and Corporate Services
Position Number:	100364	Department:	ICT
Employment Status:	Full-Time	Position Type:	Indoor Employee
Employment Type:	Permanent	Location:	374 Main Road, Glenorchy
Classification Structure:	Grade 7		
Reports to:	Manager ICT		

PRIMARY PURPOSE:

The ICT Data Solutions function exists to maintain governance, security, and quality of the organisation's information and data assets. This ensures that data is accessible and reliable for operational and strategic decision-making.

The Coordinator manages a medium-sized team providing leadership, guidance and support. Leading the implementation of data management frameworks and data analytic solutions, overseeing lifecycle management for physical and digital records. The role also drives integration across systems, including ERP managed services and bi-annual releases, to maintain system integrity and enable seamless business processes.

This position promotes cultural change toward data-driven practices and supports the organisation's transition to modern analytics and business intelligence solutions. It underpins digital transformation by delivering scalable architecture, robust data quality controls, and business intelligence capabilities. These efforts empower staff and enhance community outcomes.

ORGANISATIONAL REPORTING RELATIONSHIPS:

1. Internal:

- The **Coordinator ICT Data Solutions** reports to the **Manager ICT** on all operational and management matters.
- The role is a key contributor to ICT Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.
- This position supervises the **Records Management Team and Information and Data Analysts**

2. External:

- The role will collaborate with external stakeholders such as contractors, industry goods and service providers and other professional ICT groups as required.

Accountabilities And Responsibilities

Data Governance & Architecture	<ul style="list-style-type: none"> ▪ Develop and maintain relevant ICT policies, directives, and procedures. ▪ Manage the data quality framework and procedures and representation at appropriate governance meetings. ▪ Design and maintain scalable data management architecture that enables integration from multiple sources and supports cloud-based infrastructure and modern data platforms. ▪ Establish and maintain a data stewardship network across business units; define data ownership, accountability (data owners, custodians, stewards). ▪ Implement and maintain enterprise data catalogue and metadata standards. ▪ Lead Master Data Management and Reference Data Management practices for ERP and line of business systems.
Data Quality, Security & Compliance	<ul style="list-style-type: none"> ▪ Establish technical data security controls and data quality practices. Implement and monitor controls, reporting and remedial actions to protect and improve data integrity. ▪ Ensure compliance with Australian Privacy Principles, conduct Data Privacy Impact Assessments for high-risk initiatives, and maintain Notifiable Data Breach Scheme readiness. ▪ Oversee compliant disposal and transfer of records in line with ISO 15489 and relevant archival legislation. ▪ Manage and maintain a data risk register.
Analytics, BI & Digital Transformation	<ul style="list-style-type: none"> ▪ Provide the technical foundation for data storage and business intelligence (BI) solutions. ▪ Leverage business intelligence (BI) solutions and tools for dashboards and reporting. Enable predictive modelling and AI capability to deliver actionable insights for the organisation. ▪ Rollout data analytical tools and drive annual reviews. ▪ Promote awareness and cultural change toward data-driven practices and security. ▪ Develop and delivery data quality management education campaigns
Records Management & ERP	<ul style="list-style-type: none"> ▪ Oversee data lifecycle management for physical and digital records, including document classification. Maintaining classification schemes and retentions schedules. ▪ ERP managed services provider account management functions and oversight of the ERP bi-annual releases.
Procurement & Vendor Management	<ul style="list-style-type: none"> ▪ Plan, implement, and track the ICT procurement activities, ensuring best practice and compliance with Council's policies and procedures. ▪ Manage relationships with external vendors and service providers to support ICT and data solutions objectives.
Team Work and Collaboration	<ul style="list-style-type: none"> ▪ Provide leadership, guidance and support to the Data Solutions team. ▪ Oversee the Records Management team to ensure lifecycle management and compliance. ▪ Set clear performance expectation, provide regular feedback and support the professional growth and development of team members. ▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.

	<ul style="list-style-type: none"> ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	<ul style="list-style-type: none"> ▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.
Organisational Responsibilities	<ul style="list-style-type: none"> ▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives. ▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	<ul style="list-style-type: none"> ▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.

	<ul style="list-style-type: none"> ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.
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Key Selection Criteria

Essential Qualifications	<ul style="list-style-type: none"> ▪ Relevant qualifications in information management, data analytics, or related fields with practical experience in implementing data governance and compliance frameworks.
Licences	<ul style="list-style-type: none"> ▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence (preferred but not essential)
Skills and Experience	<ul style="list-style-type: none"> ▪ Demonstrated experience in leading, developing, and supporting teams, including setting performance expectations, providing feedback, and fostering professional growth in a collaborative environment. ▪ Track record in designing and maintaining scalable data management architecture, supporting integration across platforms. Enabling cloud-based infrastructure, modern data platforms, and data analytical solutions. ▪ Demonstrated ability to collaborate, influence, and support individuals and teams through change, fostering a culture of data-driven practices and continuous improvement, with well-developed interpersonal engagement skills. ▪ Experience with Microsoft Purview (Data Lifecycle & Records Management, Data Map/Catalogue) and overseeing physical and digital records lifecycle management, including classification schemes and retention schedules. ▪ Proven experience in developing and maintaining ICT policies, directives, and procedures, including data quality frameworks, technical security controls, and governance processes that support compliance (such as DPIAs, APPs, Essential Eight maturity, and alignment with the Australian Government Information Security Manual).

Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

Our Values



WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates
Everyone is heard and is valued
We care for the well-being and safety of each other
We check in on each other without being prompted
Listening and being listened to matters



WE ARE TRUSTED

I've got your back and you've got mine
We do what we say we will
We are empowered
Have honest and open conversations
We are trusting and trustworthy
We learn from our mistakes and share what we learn



TOGETHER WE ARE BETTER

Robust and thoughtful decision making together
Solving important problems together
We reach out to others and across teams for help
We collaborate more and handball less
Share our skills and knowledge



WE DELIVER

We serve and stand up for our community
We knuckle down and focus on what matters
We are courageous and determined to find a way
We seek opportunities to continually improve outcomes and then we act on them

Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

WE FOSTER AND MODEL A CULTURE WHERE:

We RESPECT others and their viewpoints as being as important as our own
We trust and are TRUSTED by each other
We know that by working TOGETHER we achieve better outcomes
We take personal responsibility, and together we DELIVER for our community

ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:

Employee Signature:

Date: