



Job Title:	Project Officer-ICT	Position No:	CI37
Group:	Office of the CEO	Section:	ICT Project Management
Classification Level:	Professional Officer 2 (PO2)		
Reports to:	ICT Project Manager	Direct Reports:	Nil
Special Measures:	Not Applicable		
Location:	Darwin	Date Approved:	October 2025

POSITION OVERVIEW

The Project Officer will work closely with various stakeholders to analyse and assess business requirements, identify problems and propose solutions. This position will also be responsible for gathering, analysing, documenting, and validating business requirements to support the development of systems, applications, and processes. It will also provide project management support, ensuring that projects are completed on time, within budget, and to quality standards.

KEY RESPONSIBILITIES & ACCOUNTABILITIES

- Assist in coordinating change impact discussions with Subject Matter Experts (SME's) and team members, providing support to various working groups.
- Contribute to the assessment of business solutions' impacts on people, processes, information, and systems, supporting business readiness activities and project plans.
- Collecting and analysing data and preparing and reviewing submissions and reports concerning project activities and milestones.
- Assist in developing documentation and contribute to internal and external communications for the successful implementation of new solutions.
- Collaborate with Project Board members and team members to capture and maintain governance information, issues, and risks, helping to minimise potential adverse events.
- Support the execution of testing, training, and deployment plans, ensuring user-friendly and fit-for-purpose systems.
- Plan and lead the facilitation of change impact discussions with SME's to identify and quantify impacts, risks and issues.
- Collaborate with Project Managers in preparing and reviewing plans, deliverables, and status reports as needed.
- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner.
- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified.



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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- A minimum advanced diploma of Business, Information Technology, or a relevant equivalent qualification.
- Minimum of three (3) years' experience working in a similar role.
- Experience delivering ICT-enabled change through CRM, ERP, or similar enterprise platforms.
- Certifications or Certified Training in Project Management.
- Demonstrated high level cross-cultural, interpersonal and verbal communication skills with an ability to effectively liaise, engage and coordinate across an organisation and to build productive working relationships with work colleagues, constituents and external stakeholders.
- High level written communication and analysis skills and the ability to produce documents for a range of audiences.
- Demonstrated experience in process and workflow documentation and analysis in collaboration with relevant stakeholders.
- Thorough understanding of project coordination and governance activities, with the ability to organise workloads and assist in solving problems.
- Good attention to detail with proven ability to thrive under pressure within multi-disciplinary teams and autonomously prioritising tasks with accuracy and efficiency.

DESIRABLE REQUIREMENTS

- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle or light aircraft.
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