



POSITION DESCRIPTION

Digital Platform and Security Lead

POSITION DETAILS

Position No.	000769	Department	Digital Experience
Employment Status	Ongoing full time	Location	Civic Centre
Unit	Information Technology		

POSITION OBJECTIVE

The Digital Platform and Security Lead sets the strategic direction and assures the secure, reliable, and modern operation of Council's enterprise platforms, cloud, and cybersecurity. This role combines strategic leadership with operational delivery to strengthen resilience, compliance, and digital maturity. By aligning technology investment with organisational priorities and leading architecture and vendor performance, the role delivers a connected, resilient, and secure digital experience for staff, elected members, and the community.

KEY FUNCTIONS AND RESPONSIBILITIES

- Lead the development and execution of Council's cybersecurity and enterprise platform strategies.
- Support the day-to-day operations, ensuring service continuity and alignment with strategic objectives.
- Assist with the design and management of systems architecture, device lifecycle planning, and core platforms including M365, modern CRM systems, financial systems, asset management systems, information management systems, CCTV, infrastructure, networks, cloud services, and collaboration tools.
- Drive cybersecurity maturity, aligning with ASD Essential Eight (Level 3), NIST Cybersecurity Framework, and ISO/PSPF standards.
- Oversee business continuity, disaster recovery, and regular testing and reporting.
- Support Council's enterprise applications, including M365, CRM, GIS, Finance, and Information Management tools.
- Lead the design and delivery of cross-functional forms, workflows, and low-code solutions that digitise and simplify business processes.
- Manage assigned budgets related to cybersecurity and enterprise platforms, ensuring cost-effectiveness and alignment with broader financial planning.
- Lead cross-Council change initiatives to embed digital ways of working, knowledge management, and service improvement.
- Support application portfolio management, including system evaluation, upgrades, and integration activities.
- Translate business needs into digital solutions by working with internal stakeholders to capture and document requirements.

- Mentor, coach, and influence colleagues across the organisation to embed digital capability and confidence.
- Promote a high-performing, collaborative team culture that supports Council's values and transformation goals.
- Work collaboratively across Council teams to ensure alignment, coordination, and shared ownership of digital service delivery.
- Communicate complex digital and technical information in plain language to Executive Leadership, Councillors, staff, and community stakeholders.
- Contribute to policy development, service frameworks, and performance reporting for internal governance and external audit purposes.
- Promote a safe, respectful, and inclusive workplace by adhering to WHS policies and modelling positive behaviours.
- Represent Council in cross-government, sector, and community forums, advocating for best practice and innovation in digital service delivery.
- Identify and implement operational improvements that simplify and modernise technology use.
- Support the rollout of new technologies and service enhancements

Work Health and Safety: To take reasonable care that your acts and omissions do not adversely affect the health and Safety of yourself or others in the workplace to comply with any reasonable instructions given to you by the council and to comply with the requirements of any and all WHS policies and procedures.

Authority and accountability: Employees at this level are professionally autonomous and undertake professional work that is novel, complex, or critical.

Judgement and Problem solving: Employees at this level operate at an experienced level in delivering specialist work which requires extensive knowledge and a high level of skill. The position requires the capacity to work independently and without direct supervision.

ORGANISATIONAL RELATIONSHIPS

- **Internal:** Collaborates with all levels of the organisation, including Executive Leadership, elected members, and staff.
- **External:** Engages with the community, customers, contractors, technology partners, government agencies, and sector peers.
- **Direct Reports:** This position reports to the Manager Digital Experience.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Tertiary qualifications in Information Technology, or equivalent experience.
- Proven experience in enterprise-wide digital transformation.
- Strong expertise in M365, collaboration tools, CRM systems, financials, HR, Information Management, GIS, and CCTV.
- Experience leading digital workplace or modern workplace strategies.
- Hands-on experience delivering digital projects, using Agile, Lean, or hybrid methodologies to achieve high-quality, timely outcomes.
- Applied knowledge of cybersecurity principles, including ASD Essential Eight and the NIST Cybersecurity Framework, with experience uplifting security maturity in complex environments.
- Proven experience with enterprise systems and architecture, including infrastructure, networks, cloud platforms, identity management, integrations, backup, virtualised environments, and modern collaboration tools.

- Demonstrated expertise in forms, workflows, and automation to digitise services and improve efficiency.
- Experience in business analysis and process improvement, with the ability to translate business needs into practical digital solutions.
- Demonstrated expertise in IT service management practices, process automation, and low-code platforms.
- Strong financial and operational planning skills, including budget tracking, cost optimisation, and asset lifecycle management.
- Strong leadership, mentoring, and change management skills.
- Exceptional interpersonal and communication skills, with the ability to engage and influence at executive, governance, and community levels.
- High-level organisational skills, with the ability to manage competing priorities and respond flexibly in a dynamic environment.

Licences

- Current Drivers Licence.
- Working with Vulnerable People registration.

Desirable

- Experience with governance and service management frameworks such as ITIL, ISO 27001, and the Protective Security Policy Framework (PSPF).
- Exposure to community engagement or customer experience initiatives that leverage digital tools to improve accessibility and reduce friction.
- Professional certifications in ITIL, Agile, Microsoft, or cybersecurity disciplines.