Whitehorse City Council

Position description

Position title: Coordinator Infrastructure and Cyber Security	
Classification: Senior Executive Officer	**Effective Date**: 11th Jan 2027
Reports to: Manager Organisational Technology	**Tenure**: Permanent Full Time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

This position leads the delivery, operation and modernisation of Council's core technology infrastructure and security environment, including on-premises infrastructure, private cloud, public cloud services, networks, communications, identity and access management, email and collaboration infrastructure backup, disaster recovery and cyber security controls. The role provides technical leadership and professional advice to ensure Council's infrastructure is secure, resilient, scalable and aligned with organisational needs. A key focus of the position is to lead the transition from traditional on-premises infrastructure to modern private cloud and public cloud services, including Azure and Google Cloud Platform, while maintaining service continuity, risk management and value from technology investment.

Key Responsibilities

Position Specific Responsibilities

- Contribute to the delivery of customer-focused technology solutions aligned with current strategies and business priorities.
- Engage collaboratively with system owners and business stakeholders to understand, prioritise and plan infrastructure, network, cloud and security requirements that support council systems and services.
- Ensure the efficient and resilient operation of physical, virtualised and cloud server environments, including relevant maintenance arrangements.
- Develop and manage storage, compute and backup infrastructure to support availability, performance and disaster recovery capability in line with Council's business continuity objectives.
- Contribute to disaster recovery planning, including the development, coordination and testing of disaster recovery scenarios.
- Develop and manage authentication, identity and domain services including Active Directory, DNS, DHCP, SSL certificates and file/print services.
- Administer and support core infrastructure and technology services including email, security platforms, cloud services, identity services, backup, disaster recovery and related infrastructure platforms.
- Develop and manage virtual desktop, cloud computing and cloud-native solutions.
- Establish and maintain effective cloud governance practices, including cost management, security configuration, access control, service resilience and alignment with Council's cloud strategy.
- Manage the cyber security estate, including deployment, monitoring, reporting, remediation coordination and risk mitigation activities.
- Oversee delivery of network services including LAN, WAN, WLAN, firewall, monitoring and reporting services.

- Oversee delivery of telephony and communications services including VoIP, mobile and mobile data services.
- Build and maintain effective working relationships with relevant IT vendors, suppliers and service providers.
- Champion IT change management practices and contribute to IT policy, procedure, standards and documentation development.
- Ensure infrastructure platforms, network services, cloud environments, security tools and appliances are maintained with current versions, patching and security controls.
- Manage technology risks for the organisation and support infrastructure measurement, reporting and continuous improvement initiatives.
- Lead, develop and mentor the Infrastructure and Security team, demonstrating high standards of accountability, service delivery and professionalism.
- Implement planned systems on time and within budget in accordance with Council's project management framework.
- Maintain operational costs in line with annual budget and capital program planning in consultation with the Manager Organisational Technology.
- Maximise the benefits of Council's technology investments, including reviewing future options and incremental cost benefits.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.

Accountability and Extent of Authority

Budget: Develop and manage relevant projects within the Information Technology budget allocation. Provide input into the budgeting process and participate on vendor panel selection committees. The position can approve expenditure up to $50,000.

Staff responsibility: The position is responsible for the strategic and operational leadership of the Infrastructure and Security team. The incumbent may also manage cross-functional resources and teams as part of larger, complex projects within Council.

Judgement and Decision Making

- Accountable for the strategic and operational leadership of Council's infrastructure, cyber security and network services within allocated budgets, approved priorities and organisational policies. It manages the planning, delivery and continuous improvement of technology infrastructure, cloud, network, communications and security services that underpin Council operations and service continuity.
- Supervises, coordinates and develops the Infrastructure and Security team and may lead cross-functional resources on complex projects and operational initiatives. It is responsible for ensuring that infrastructure, cloud and security environments are managed in a manner that is secure, resilient, compliant and aligned to Council objectives and approved technology strategies.
- Maintains infrastructure, cloud, network and security solutions that support Council services in consultation with staff, management and stakeholders across the organisation.
- Exercise a high degree of autonomy, independent judgement and professional expertise in evaluating, prioritising and deciding appropriate methods, procedures and practices.
- Problem solves utilising contemporary infrastructure and cyber security knowledge to new or evolving situations, with the need to adapt existing methods, evaluate options and develop practical solutions that support service continuity and business needs.
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- Makes recommendations and decisions that are informed by technical analysis, stakeholder consultation, vendor input, legislative and policy requirements, risk assessment, and consideration of service, cost and operational consequences
- Make decisions that have significant impact on the department and broader organisation, particularly in relation to infrastructure resilience, cyber security, service continuity and technology risk.
- Prepare and implement medium to large workplans that support infrastructure modernisation, cloud transition, cyber security uplift, operational improvement and service continuity .
- The position contributes to planning, vendor engagement, reporting and governance activities, and provides regular advice and recommendations to the

Manager Organisational Technology on emerging risks, service performance, priorities and improvement opportunities.Leverage external networks and industry knowledge to help Council maintain pace with contemporary technology and digital service expectations.

Specialist Knowledge and Skills

Licences and Experience:

- Demonstrated contemporary knowledge and practical expertise across infrastructure, cyber security, networking, cloud and platform services, including the design, administration and support of resilient and secure technology environments.Demonstrated experience supporting complex infrastructure, cloud, network and cyber security environments in a multi-service organisation.
- Strong understanding of ICT trends, issues and opportunities across storage, compute, backup, cloud, cyber security, networks and communications services.
- Proven knowledge of cyber security principles, risk management, vulnerability remediation, patching, monitoring, incident response and governance practices relevant to a local government environment.Sound knowledge of technology service management, change management, vendor management, service continuity and operational reporting, together with the ability to apply this knowledge in a complex organisational context.

- Experience engaging with business areas and system owners to understand service requirements, prioritise needs and translate these into practical infrastructure, cloud, network and security outcomes.
- Experience managing teams, developing performance measures and supporting continuous improvement.

Technology:

- Experience with cloud service providers and cloud-native, SaaS and PaaS solutions, particularly Microsoft technologies.
- Experience architecting, implementing or managing cloud, virtualised and hybrid infrastructure solutions.
- Strong knowledge of networking technologies including MPLS, WAN, LAN, WLAN, firewalls and related monitoring and reporting.
- Strong understanding of enterprise technologies and services such as servers, virtualisation, cloud computing, identity and access management, DNS, DHCP, backup, disaster recovery, communications services and security tools.
- Experience with cyber security platforms, monitoring, reporting, vulnerability remediation and risk mitigation activities.

Ability to analyse technical and operational data, identify trends and opportunities, and translate findings into practical recommendations and improvements that support Council objectives.

Qualifications and Experience

Qualifications/ Certificates:

- Tertiary qualification in information technology, information systems, computer science, cyber security, cloud infrastructure, networking or a similar technical discipline, and/or significant practical experience in a similar senior technology role.
- Minimum seven years' demonstrated experience in technology leadership, platforms, infrastructure, security or IT operational roles, ideally in a comparable complex environment.

Interpersonal Skills

- Highly developed communication skills, with the ability to present complex technical information clearly and appropriately to executive leaders, managers, staff, vendors and other stakeholders, both verbally and in writing.Strong customer service ethic with a focus on service delivery, responsiveness and practical outcomes.
- Demonstrated ability to influence, negotiate, consult and build strong working relationships across all levels of the organisation and with external partners to achieve service, project and strategic outcomes.Strong stakeholder engagement skills, including the ability to manage expectations, resolve issues, facilitate collaboration and gain commitment to technology priorities and change initiatives. Ability to represent Council professionally in dealings with vendors, government agencies, peer organisations and industry groups, and to contribute to networks that support contemporary practice and continuous improvement.
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in a demanding work environment.

Key Relationships:

- The position liaises with staff at all levels across the organisation, including the Manager Organisational Technology, Executive Leadership Team, managers, system owners and the wider user base.
- The position maintains professional relationships with government departments and agencies, Municipal Association of Victoria, other municipalities, service providers, suppliers and relevant staff associations.

Management Skills

- Demonstrated ability to plan, prioritise and coordinate multiple workstreams, balancing operational support, project delivery and strategic improvement activities within defined timelines and available resources

- Strong leadership capability with the ability to manage, develop, coach and motivate staff to achieve high performance, build capability and support a culture of accountability, collaboration, service excellence and continuous improvement.
- Well-developed skills in budget management, workload allocation, contract and vendor coordination, and oversight of service performance to ensure efficient and effective use of resources.
- Capacity to manage competing demands, respond constructively to change, and maintain effective team performance in complex and high-pressure environments.

Ability to apply and reinforce governance, risk, compliance and people management practices, including safe work practices and appropriate supervision of staff.

Application Requirements

- Satisfactory National Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

The following key selection criteria apply to this position:

1. Tertiary qualification in information technology, information systems, computer science, cyber security, cloud infrastructure, networking, business systems or a related discipline, and/or significant equivalent experience in a senior technology role.
2. Minimum seven years' relevant experience in technology leadership, infrastructure, cyber security, platform management or IT operations, preferably in a complex multi-service or local government environment.
3. Extensive knowledge of IT trends, issues and opportunities across storage, compute, backup, security, network, cloud and communications services.
4. Demonstrated capability in leading teams, managing competing priorities, delivering operational and project outcomes, and applying sound judgement in a high-demand environment.
5. Demonstrated ability to manage technology risk, service continuity, cyber security controls and infrastructure resilience in a complex organisation.
6. Strong competency in stakeholder engagement, written and verbal communication, problem solving, planning and continuous improvement.
7. Commitment to professional practice, collaboration, service excellence and accountability in the delivery of technology services.
8. Demonstrated ability to develop operational technology plans that support business objectives, future system needs and continuous improvement.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Rarely	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Rarely	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Rarely	
Physical Functional Demand	**Specific Physical Job Tasks**	**Frequency/Duration of performance of task per day**	**Comments**
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: