

WHITEHORSE CITY COUNCIL

Position description

Job title: Coordinator Platforms and Security	
Classification: Senior Executive Officer	Effective Date: July 2025
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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

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

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

This position will manage effective customer focused technology services by recommending and maintaining solutions in partnership with IT specialists, vendors and contractors while providing sound professional advice that aligns with business processes. The position supports and partners with the organisation in the introduction, development and enhancement of infrastructure, applications and processes. Working within budget and IT Policy, this role will manage a team that contributes to both the business as usual and project initiatives to optimise and realise the benefits of technology to the system needs and services of the organisation.

• Key Responsibilities

Position Specific Responsibilities

- Contribute to the delivery of customer focussed solutions to align with current strategies.
- Engage collaboratively with system owners to understand and prioritise infrastructure needs.
- Ensure the efficient and resilient operation of physical, virtualised, and cloud server estate including management of appropriate maintenance contracts.
- Develop and manage storage, compute and backup infrastructure to ensure maximum availability, performance and DR capability in line with Council's business continuity objectives.
- Actively contribute to the DR plan and the development and testing of DR scenarios.
- Develop and manage authentication and domain controls including Active Directory, DNS, DHCP, SSL Certificates and file/print services.
- Develop and administer corporate systems and ancillary services to include email, security, cloud and ERP platforms.
- Develop and manage VDI and Cloud computing solutions.
- Manage and manage the cyber security estate, including deployment, monitoring, reporting, and coordinate repair and risk mitigation activities in this area.
- Oversee the delivery of efficient network services including LAN/WAN/WLAN, firewall and the monitoring/reporting of such.
- Oversee the delivery of efficient telephony services including VOIP, mobile and mobile data.
- Build and maintain close working relationships with applicable IT vendors.
- Drive and champion IT Change Management best practices.
- Ensure infrastructure application and appliance versions, patching and security are current.

- Manage technology risks for the Organisation.
- Contribute to IT policy, procedure, standards and documentation development.
- Manage, develop and mentor the Platform team and demonstrate high standards.
- Ability to handle multiple tasks simultaneously.
- Understanding of operations and services with the ability to work in a positive team environment.
- Implement planned systems on time and within budget following Project Management Framework.
- Maintain operational costs in line with the Annual Budget and five- year capital program in association with the Organisational Technology Manager.
- Maximise benefit from invested technology for incremental cost including considering future options.
- Support infrastructure measurement, continuous improvement and reporting initiatives.
- Maintain existing systems and support the Desktop systems in line with customer expectations.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Accountability and Extent of Authority

Budget: Develop and manage relevant projects within the Information Technology budget allocation. Provide inputs into the budgeting process and participant on Vendor Panel selection committees.

- Can approve expenditure to \$20,000.

Staff responsibility: The position is responsible for the supervision, coordination and management of the Platform and Security team. The incumbent may also manage cross-functional resource and teams as part of larger, complex projects within Council.

Judgement and Decision Making

Decision Making:

The primary focus of the role is to maintain the technology solutions to support Council in consultation with staff and management across Council. This includes the design, proposition, and build of the centralised security and platform ecosystem within Council. The position undertakes a range of specialist functions under limited direction where decision-making based on an understanding and knowledge of Council's policies, goals and objectives is required. The position operates with a high degree of autonomy where independent and professional judgement is required for evaluating and deciding on appropriate methods, procedures and practises for achieving business objectives. There may be need to develop changes or adaptation to the way work is organised and performed with considerable emphasis on developing solutions requiring an analytical, innovative and original approach. Regularly briefs the Organisational Technology Manager on technology developments, progress and issues.

- The incumbent is required to exercise critical thinking, objective judgement, and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving organisational objectives and in reviewing and recommending improvements to those methods, procedures and practices.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.
- Demonstrated ability to communicate with stakeholders.
- Decisions made by the position have significant effect on the Department and the organisation.
- Formulation and implementation of execution/action workplans in medium-large business areas.
- Innovate and implement change to meet strategic objectives as they relate to the transformation principles.
- Optimise core data operations by enhancing the alignment between business processes and Organisational Technology.
- Leverage external networks to ensure Council maintains pace with industry leaders regarding technology & digital experiences.

Management Skills

- Values driven demonstrating high levels of emotional intelligence and integrity.
- Demonstrated ability to manage own emotions and acts as a stabilising influence in emotionally charged situations.
- Embody a culture of innovation, accountability, and service orientation across the Platforms & Security team.

- Embeds best practice governance, risk and compliance ensuring Council operates within legislative and regulatory standards in line with Council's risk appetite.

Qualifications and Experience

Qualifications/Certificates/Licences and Experience

The successful candidate will have a tertiary qualification in business analytics, computer science, information technology, information systems, data science or a similar technical subject area, and/or significant practical experience working in similar roles.

- Tertiary qualifications in Information Technology
- Minimum 7 years of demonstrated experience in data architecture leadership roles, ideally in similar capacity.
- Demonstrated extensive experience in successfully leading and influencing technology or IT operational teams, projects and budgets in a complex multiple service line organisation.
- Demonstrated experience in the support of Enterprise business systems and ERP platforms.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.

Specialist Knowledge and Skills

- Experience architecting cloud solutions
- Strong understanding of networking to include MPLS and WAN.
- Identification and root cause analysis of high priority and repetitive issues
- A strong appreciation and application of system analysis principles
- Capacity to respond to the needs of a community-focussed organisation
- A blend of IT systems analysis, problem solving and business process skills
- Experienced in application monitoring and support
- Experience with data governance and/or quality.
- Experience managing a team.
- Experience developing metrics to track performance.
- Experience engaging with business areas to derive their requirements.

Technology

- Experience with cloud service providers (Microsoft, AWS, Google, Oracle).
- Experience analysing data, finding insights and presenting results.
- Experience with cloud native and SaaS/PaaS solutions.

- **Interpersonal Skills**

Interpersonal

- Positive attitude, detail and customer oriented with good organisational ability
- Excellent verbal and written communication skills to enable effective communication and negotiation with all levels of management, employees and external vendors
- Strong customer service ethic and focus on service delivery
- Demonstrated ability to work flexibly, effectively and cooperatively as part of a team in demanding work environment.
- Highly developed prioritisation, negotiation and consultation skills
- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving.

Key relationships

- The incumbent liaises with staff at all levels within the Organisation including, Manager Information Technology, Executives, Managers and the user base.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.

Key Selection Criteria

1. Relevant tertiary qualification in the area of Information Technology or similar.
2. Extensive knowledge of ICT trends, issues and opportunities particularly those related to storage, compute, backup, security, network and telephony services.
3. Excellent written and oral communication skills to facilitate gaining co-operation and assistance of personnel at all levels of the organisation.
4. Demonstrated ability to provide leadership, performance management and motivation to team members in delivery of Information Technology operational and project activities.
5. Demonstrated ability to develop an operational strategic IT plan that supports business objectives and future system requirements.
6. Demonstrated ability to build and maintain effective relationships including proven experience and skills in liaison, negotiation and problem solving with staff at all levels.

Physical Requirements

Task	Performed Often	Performed Sometimes	Never/Rarely Performed
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly) - counter		✓	
Walking/standing (extended)		✓	
Driving car/utility/truck		✓	
Lifting/carrying duties (light)	✓		
Lifting/carrying duties (heavy)			✓
Pushing/pulling tasks (light)	✓		
Pushing/pulling tasks (heavy)			✓
Chopping/digging tasks			✓
Bending/kneeling requirements		✓	
Climbing stairs/ladders/scaffolds			✓
Handling grease/oils			✓
Exposure to dust/dirt			✓
Exposure to hazardous materials			✓
Exposure to noise		✓	
Repetitive arm/wrist/hand movements		✓	
Other (please specify)			

Any other relevant comments: